Your Gateway Computer

user'sguide

Customizing | Troubleshooting | G Gateway™

Contents

Checking Out Your Gateway Computer

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This chapter introduces you to the basic features of your Gateway computer. Read this chapter to learn:

- How to identify the features of your Gateway computer

- How to locate your computer's model and serial number

- How to locate the Microsoft Certificate of Authenticity

- How to locate the specifications for your computer

- What accessories are available for your computer

Identifying your computer case style

Use the following descriptions to identify your computer case style.

Gateway Tower	Gateway Mid Tower	Gateway Micro Tower	Gateway New Micro Tower
The Gateway Tower does not have an access door on the front. For information on the Gateway Tower case, see "Gateway Tower Front" on page 3.	The Gateway Mid Tower case has an access door on the front that covers the drive bays and other components. For information on the Gateway Mid Tower case, see "Gateway Mid Tower Front" on page 8.	The Gateway Micro Tower can be set vertically into its removable base, or set horizontally on its rubber feet. For information on the Gateway Micro Tower case, see "Gateway New Micro Tower Front" on page 19.	The Gateway New Micro Tower has a rotating base and does not have an access door. For information on the Gateway Micro Tower case, see "Gateway New Micro Tower Front" on page 19.
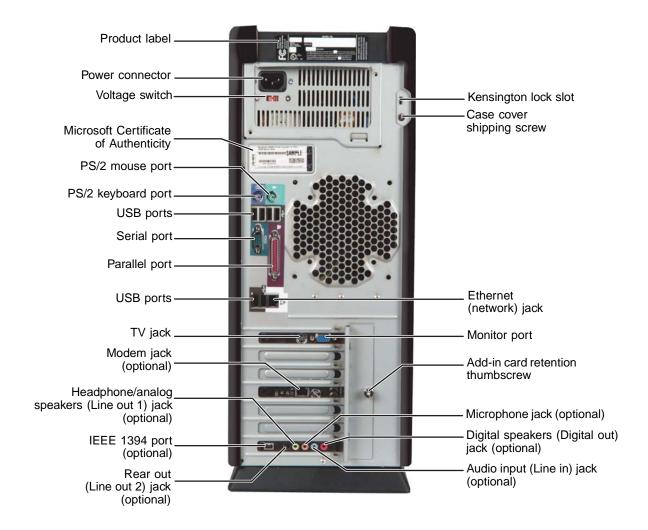
Gateway Tower Front

Your computer may contain any of the following components.

CD/DVD/recordable drive

CD/DVD eject button

5.25-inch drive bay cover

5.25-inch drive bay cover

Diskette drive (optional)

Diskette eject button

IEEE 1394 port (optional)

USB ports

3.5-inch drive bay cover

Power button

Component	Icon	Description
CD/DVD/recordable drive		Use this drive to listen to audio CDs, install games and programs, watch DVDs, and store large files onto recordable CDs and DVDs (depending on drive type). For more information, see "Using the CD or DVD drive" on page 95. This drive may be a CD, CD-RW, DVD/CD-RW, DVD, DVD+RW, or DVD-RAM/-RW/CD-RW drive. To identify your drive type and for more information about your drive, see "Identifying drive types" on page 95.
5.25-inch drive bay cover		Remove this cover to install an additional 5.25-inch drive.
Diskette drive (optional)		Use this drive to store smaller files on diskettes. For more information, see "Using the diskette drive" on page 93.
IEEE 1394 port (optional)		Plug an IEEE 1394 (also known as Firewire® or i.Link®) device (such as a digital video camera) into this 4-pin IEEE 1394 port.
Power button		Press this button to turn the power on or off. You can also configure the power button to operate in Standby/Resume mode or Hibernate mode. For more information on changing the power button setting, see "Setting up an uninterruptible power supply" on page 165.
CD/DVD eject button		Press this button to open the CD or DVD drive tray.
Diskette eject button		Press this button to eject an inserted diskette.
USB ports	USB 2.0	Plug USB (Universal Serial Bus) devices (such as a digital camera) into these ports.
3.5-inch drive bay cover		Remove this cover to install an additional 3.5-inch drive.

Gateway Tower Back

Your computer may contain any of the following components.

Product label

Power connector

Voltage switch

Microsoft Certificate of Authenticity

PS/2 mouse port

PS/2 keyboard port

USB ports

Serial port

Parallel port

USB ports

TV jack

Modem jack (optional)

Headphone/analog speakers (Line out 1) jack (optional)

IEEE 1394 port (optional)

Rear out (Line out 2) jack (optional)

Kensington lock slot

Case cover shipping screw

Ethernet (network) jack

Monitor port

Add-in card retention thumbscrew

Microphone jack (optional)

Digital speakers (Digital out) jack (optional)

Audio input (Line in) jack (optional)

Component	Icon	Description
Product label		Your computer's serial and model number.
Power connector		Plug the power cable into this connector.
Voltage switch		Before turning on your computer, make sure that this switch is in the correct position for the correct voltage. The switch is preset at the factory with the correct voltage for your area.
		In the United States, the utility power is supplied at a nominal 115 volts at 60 Hz. The power supply should always be set to this when your computer is operating in the United States. In other areas of the world, such as Europe, the utility power is supplied at 230 volts at 50 Hz. If your computer is operating in an environment such as this, the voltage switch should be moved to 230.
Microsoft Certificate of Authenticity		The Microsoft Certificate of Authenticity (COA) contains your Windows product key.
PS/2 mouse port		Plug a Personal System/2® (PS/2) mouse into this port.
PS/2 keyboard port		Plug a PS/2 keyboard into this port.
USB ports	USB 2.0	Plug USB (Universal Serial Bus) devices (such as a mouse, keyboard, or printer) into these ports.
Serial port		Plug a serial device (such as a digital camera) into this port.
Parallel port		Plug a parallel device (such as a printer) into this port.
TV jack		Plug a television into this port.
Modem jack (optional)		Plug a modem cable into this jack.
Headphone/analog speakers (Line out 1) jack (optional)		Plug powered, analog front speakers, an external amplifier, or headphones into this jack. This jack is color-coded green.
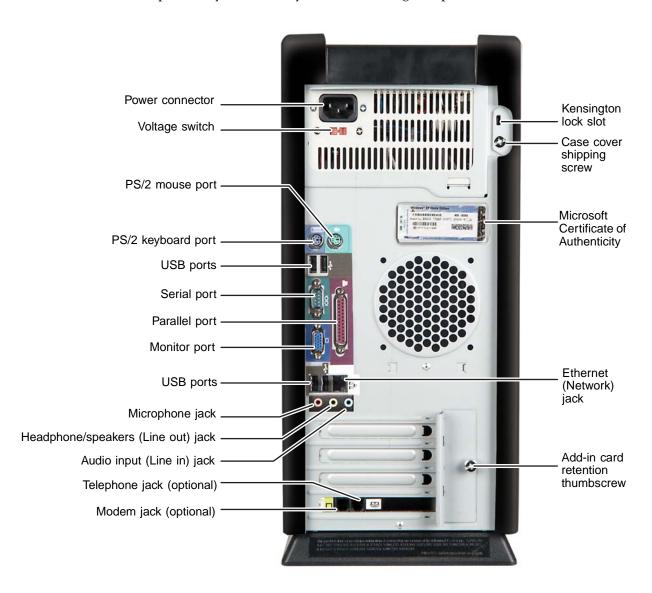
Component	Icon	Description
IEEE 1394 port (optional)		Plug an IEEE 1394 (also known as Firewire or i.Link) device (such as a scanner or hard drive) into this 6-pin IEEE 1394 port.
Rear out (Line out 2) jack (optional)	((⇒)►_2	Plug powered, analog rear speakers or an external amplifier into this jack. This jack is color-coded black.
Kensington™ lock slot	K	Secure your computer to an object by connecting a Kensington cable lock to this slot.
Case cover shipping screw		Remove this screw before opening the case.
Ethernet (network) jack		Plug a 10/100 Ethernet network cable or a device (such as a DSL or cable modem) into this jack.
Monitor port		Plug a monitor into this port.
Add-in card retention thumbscrew		Remove this screw when adding or replacing add-in cards.
Microphone jack (optional)		Plug a microphone into this jack. This jack is color-coded red or pink.
Digital speakers (Digital out) jack (optional)	((⇒)►_3	Plug digital speakers into this jack. You can also use this jack for an analog center speaker or analog subwoofer. This jack is color-coded orange.
Audio input (Line in) jack (optional)	((⟷))	Plug an external audio input source (such as a stereo) into this jack so you can record sound on your computer. This jack is color-coded blue.

Gateway Mid Tower Front

Your computer may contain any of the following components.

Access door

5.25-inch drive bay cover

CD/DVD/Recordable drive

CD/DVD eject button

3.5-inch drive bay cover

IEEE 1394 port (optional)

Diskette drive (optional)

Diskette eject button

Power button

USB ports

Component	Icon	Description
Access door		Open this door to access your drives and other components.
5.25-inch drive bay cover		Remove this cover to install an additional 5.25-inch drive.
CD/DVD/Recordable drive		Use this drive to listen to audio CDs, install games and programs, watch DVDs, and store large files onto recordable CDs and DVDs (depending on drive type). For more information, see "Using the CD or DVD drive" on page 95. This drive may be a CD, CD-RW, DVD/CD-RW, DVD, DVD+RW, or DVD-RAM/-RW/CD-RW drive. To identify your drive type and for more information about your drive, see "Identifying drive types" on page 95.
CD/DVD eject button		Press this button to open the CD or DVD drive tray. For more information, see "Using the CD or DVD drive" on page 95.
3.5-inch drive bay cover		Remove this cover to install an additional 3.5-inch drive.
IEEE 1394 port (optional)		Plug an IEEE 1394 (also known as Firewire® or i.Link®) device (such as a digital video camera) into this 4-pin IEEE 1394 port.
Diskette drive (optional)		Use this drive to store smaller files on diskettes. For more information, see "Using the diskette drive" on page 93.
Diskette eject button		Press this button to eject an inserted diskette. For more information, see "Using the diskette drive" on page 93.
Power button		Press this button to turn the power on or off. You can also configure the power button to operate in Standby/Resume mode or Hibernate mode. For more information on changing the power button setting, see "Changing power settings" on page 160.
USB ports	USB v2.0	Plug USB (Universal Serial Bus) devices (such as a digital camera) into these ports.

Gateway Mid Tower Back

Your computer may contain any of the following components.

Power connector

Voltage switch

Kensington lock slot

Case cover shipping screw

PS/2 mouse port

Microsoft Certificate of Authenticity

PS/2 keyboard port

USB ports

Serial port

Parallel port

Monitor port

USB ports

Ethernet (Network) jack

Microphone jack

Headphone/speakers (Line out) jack

Audio input (Line in) jack

Add-in card retention thumbscrew

Telephone jack (optional)

Modem jack (optional)

| Component	Icon	Description
Power connector		Plug the power cable into this connector.
Voltage switch		Before turning on your computer, make sure that this switch is in the correct position for the correct voltage. The switch is preset at the factory with the correct voltage for your area.
		In the United States, the utility power is supplied at a nominal 115 volts at 60 Hz. The power supply should always be set to this when your computer is operating in the United States. In other areas of the world, such as Europe, the utility power is supplied at 230 volts at 50 Hz. If your computer is operating in an environment such as this, the voltage switch should be moved to 230.
PS/2 mouse port		Plug a Personal System/2® (PS/2) mouse into this port.
PS/2 keyboard port		Plug a PS/2 keyboard into this port.
USB ports	USB v2.0	Plug USB (Universal Serial Bus) devices (such as a mouse, keyboard, or printer) into these ports.
Serial port		Plug a serial device (such as a digital camera) into this port.
Parallel port		Plug a parallel device (such as a printer) into this port.
Monitor port		Plug a monitor into this port.
Microphone jack		Plug a microphone into this jack. This jack is color-coded red or pink.
Headphone/speakers (Line out) jack		Plug powered, analog front speakers, an external amplifier, or headphones into this jack. This jack is color-coded green.
Audio input (Line in) jack		Plug an external audio input source (such as a stereo) into this jack so you can record sound on your computer. This jack is color-coded blue.
Telephone jack (optional)		If your modem has a telephone jack, plug the cable for a telephone into this jack.

Component	Icon	Description
Modem jack (optional)		Plug a modem cable into this jack.
Kensington™ lock slot		Secure your computer to an object by connecting a Kensington cable lock to this slot.
Case cover shipping screw		Remove this screw before opening the case.
Microsoft Certificate of Authenticity		The Microsoft Certificate of Authenticity (COA) contains your Windows product key.
Ethernet (Network) jack		Plug an Ethernet network cable or a device (such as a DSL or cable modem) into this jack.
Add-in card retention thumbscrew		Remove this screw when adding or replacing add-in cards.
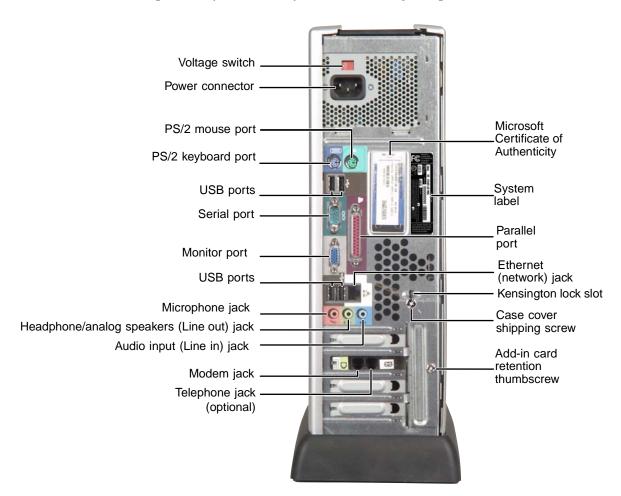
Gateway Micro Tower Front

Your computer may contain any of the following components.

CD/DVD eject button

Power button

Diskette eject button

Diskette drive (optional)

CD/DVD/Recordable drive

Cover release handle

IEEE 1394 port (optional)

USB ports

Removable base

Component	Icon	Description
CD/DVD eject button		Press this button to open the CD or DVD drive tray. For more information, see "Using the CD or DVD drive" on page 95.
CD/DVD/Recordable drive		Use this drive to listen to audio CDs, install games and programs, watch DVDs, and store large files onto recordable CDs and DVDs (depending on drive type). For more information, see "Using the CD or DVD drive" on page 95.
		This drive may be a CD, CD-RW, DVD/CD-RW, DVD, DVD+RW, or DVD-RAM/-RW/CD-RW drive. To identify your drive type and for more information about your drive, see "Identifying drive types" on page 95.
Cover release handle		Press this handle to open the computer cover.
IEEE 1394 port (optional)		Plug an IEEE 1394 (also known as Firewire® or i.Link®) device (such as a digital video camera) into this 4-pin IEEE 1394 port. For more information, see "Installing a printer, scanner, or other peripheral device" on page 44.
Removable base		Install this base when using your computer vertically. Remove this base when using your computer horizontally or when accessing components inside the case.
Power button		Press this button to turn the power on or off. You can also configure the power button to operate in Standby/Resume mode or Hibernate mode. For more information on changing the power button setting, see "Power management" on page 159.
Diskette eject button		Press this button to eject an inserted diskette. For more information, see "Using the diskette drive" on page 93.
Diskette drive (optional)		Use this drive to store smaller files on diskettes. For more information, see "Using the diskette drive" on page 93.
USB ports	USB 2.0	Plug USB (Universal Serial Bus) devices (such as a USB Iomega™ Zip™ drive, printer, scanner, camera, keyboard, or mouse) into these ports. For more information, see "Installing a printer, scanner, or other peripheral device" on page 44.

Gateway Micro Tower Back

Your computer may contain any of the following components.

Voltage switch

Power connector

PS/2 mouse port

PS/2 keyboard port

USB ports

Serial port

Monitor port

USB ports

Microphone jack

Headphone/analog speakers (Line out) jack

Audio input (Line in) jack

Modem jack

Telephone jack (optional)

Microsoft Certificate of Authenticity

System label

Parallel port

Ethernet (network) jack

Kensington lock slot

Case cover shipping screw

Add-in card retention thumbscrew

Component	Icon	Description
Voltage switch		Before turning on your computer, make sure that this switch is in the correct position for the correct power available. The switch is preset at the factory with the correct voltage for your area.
		In the United States, the utility power is supplied at a nominal 115 volts at 60 Hz. The power supply should always be set to this when your computer is operating in the United States. In other areas of the world, such as Europe, the utility power is supplied at 230 volts at 50 Hz. If your computer is operating in an environment such as this, the voltage switch should be moved to 230.
Power connector		Plug the power cable into this connector.
PS/2 mouse port		Plug a Personal System/2® (PS/2) mouse into this port.
PS/2 keyboard port		Plug a PS/2 keyboard into this port.
USB ports	USB 2.0	Plug USB (Universal Serial Bus) devices (such as a USB Iomega™ Zip™ drive, printer, scanner, camera, keyboard, or mouse) into these ports. For more information, see "Installing a printer, scanner, or other peripheral device" on page 44.
Serial port		Plug a serial device (such as a digital camera) into this port. For more information, see "Installing a printer, scanner, or other peripheral device" on page 44.
Monitor port		Plug a monitor into this port.
Microphone jack		Plug a microphone into this jack. This jack is color-coded red or pink.
Headphone/analog speakers (Line out) jack		Plug powered, analog front speakers, an external amplifier, or headphones into this jack. This jack is color-coded lime green.
Audio input (Line in) jack		Plug an external audio input source (such as a stereo) into this jack so you can record sound on your computer. This jack is color-coded blue.
Modem jack		Plug a modem cable into this jack.

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Component	Icon	Description
Telephone jack (optional)		If your modem has a telephone jack, plug the cable for a telephone into this jack.
Microsoft Certificate of Authenticity		Contains your Windows product key. For more information, see "Microsoft Certificate of Authenticity" on page 26.
System label		Includes your computer's model and serial number. For more information, see "Identifying your model" on page 25.
Parallel port		Plug a parallel device (such as a printer) into this port. For more information, see "Installing a printer, scanner, or other peripheral device" on page 44.
Ethernet (network) jack		Plug a 10/100 Ethernet network cable or a device (such as a DSL or cable modem for a broadband Internet connection) into this jack. For more information, see "Learning about the Internet" on page 80.
Kensington™ lock slot		Secure your computer to an object by connecting a Kensington cable lock to this slot.
Case cover shipping screw		Remove this screw before opening the case.
Add-in card retention thumbscrew		Remove this screw when adding or replacing add-in cards.

Desktop to tower conversion
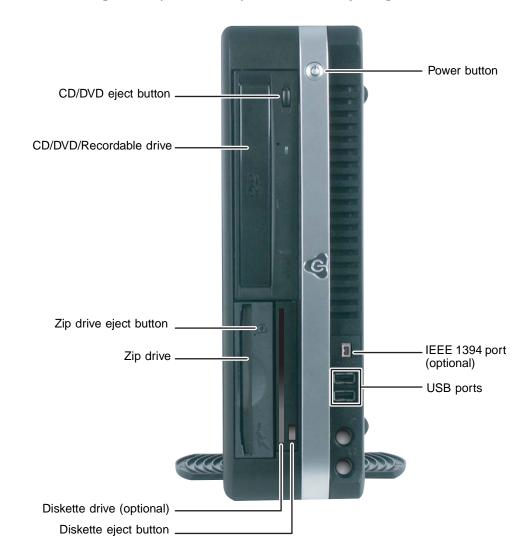
You can convert your Gateway Micro Tower case from desktop to tower configuration using the accessory base included with your system. For more information, see "Upgrading the Gateway Micro Tower Case" on page 243.
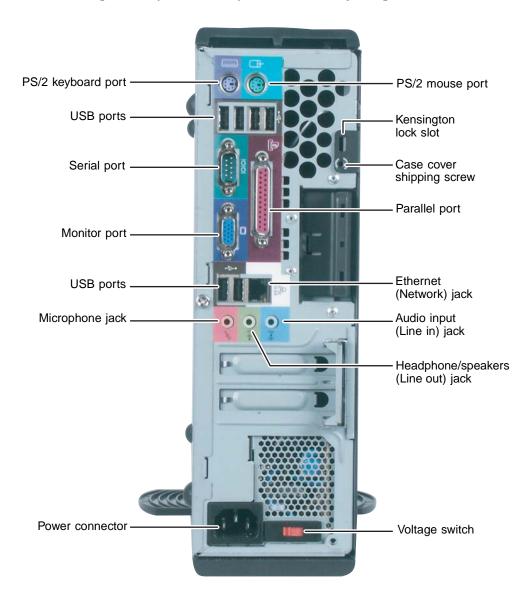
Gateway New Micro Tower Front

Your computer may contain any of the following components.

Power button

CD/DVD eject button

CD/DVD/Recordable drive

Zip drive eject button

Zip drive

IEEE 1394 port
(optional)

USB ports

Diskette drive (optional)

Diskette eject button

Component	Icon	Description
CD/DVD eject button		Press this button to open the CD or DVD drive tray. For more information, see "Using the CD or DVD drive" on page 95.
CD/DVD/Recordable drive		Use this drive to listen to audio CDs, install games and programs, watch DVDs, and store large files onto recordable CDs and DVDs (depending on drive type). For more information, see "Using the CD or DVD drive" on page 95. This drive may be a CD, CD-RW, DVD/CD-RW, DVD, DVD+RW, or DVD-RAM/-RW/CD-RW drive. To identify your drive type and for more information about your drive, see "Identifying drive types" on page 95.
Zip drive eject button		Press this button to eject an inserted Zip disk.
Zip drive		Use this drive to store larger files on Zip disks.
Diskette drive (optional)		Use this drive to store smaller files on diskettes. For more information, see "Using the diskette drive" on page 93.
Diskette eject button		Press this button to eject an inserted diskette. For more information, see "Using the diskette drive" on page 93.
Power button	⏻	Press this button to turn the power on or off. You can also configure the power button to operate in Standby/Resume mode or Hibernate mode. For more information on changing the power button setting, see "Power management" on page 159.
IEEE 1394 port (optional)		Plug an IEEE 1394 (also known as Firewire® or i.Link®) device (such as a digital video camera) into this 4-pin IEEE 1394 port. For more information, see "Installing a printer, scanner, or other peripheral device" on page 44.
USB ports	USB v2.0	Plug USB (Universal Serial Bus) devices (such as a digital camera) into these ports.

Gateway New Micro Tower Back

Your computer may contain any of the following components.

PS/2 keyboard port

USB ports

Serial port

Monitor port

USB ports

Microphone jack

PS/2 mouse port

Kensington lock slot

Case cover shipping screw

Parallel port

Ethernet (Network) jack

Audio input (Line in) jack

Headphone/speakers (Line out) jack

Power connector

Voltage switch

Component	Icon	Description
PS/2 keyboard port		Plug a PS/2 keyboard into this port.
USB ports	USB v2.0	Plug USB (Universal Serial Bus) devices (such as a mouse, keyboard, or printer) into these ports.
Serial port		Plug a serial device (such as a digital camera) into this port.
Monitor port		Plug a monitor into this port.
Microphone jack		Plug a microphone into this jack. This jack is color-coded red or pink.
Power connector		Plug the power cable into this connector.
PS/2 mouse port		Plug a PS/2 mouse into this port.
Kensington™ lock slot		Secure your computer to an object by connecting a Kensington cable lock to this slot.
Case cover shipping screw		Remove this screw before opening the case.
Parallel port		Plug a parallel device (such as a printer) into this port.
Ethernet (Network) jack		Plug an Ethernet network cable or a device (such as a DSL or cable modem) into this jack.
Audio input (Line in) jack		Plug an external audio input source (such as a stereo) into this jack so you can record sound on your computer. This jack is color-coded blue.

Component	Icon	Description
Headphone/speakers (Line out) jack	((→))►_1	Plug powered, analog front speakers, an external amplifier, or headphones into this jack. This jack is color-coded green.
Voltage switch		Before turning on your computer, make sure that this switch is in the correct position for the correct voltage. The switch is preset at the factory with the correct voltage for your area.
		In the United States, the utility power is supplied at a nominal 115 volts at 60 Hz. The power supply should always be set to this when your computer is operating in the United States. In other areas of the world, such as Europe, the utility power is supplied at 230 volts at 50 Hz. If your computer is operating in an environment such as this, the voltage switch should be moved to 230.

Desktop to tower conversion

You can convert your Gateway New Micro Tower case from desktop to tower configuration using the rotating foot included with your system.

Identifying your model

Important	The labels shown in this section are for informational purposes only. Label information varies by model, features ordered, and location.

Gateway model number

The label on the back of your computer case contains information that identifies your computer model. The label also contains your serial number. Gateway Technical Support will need this information if you call for assistance.

Gateway serial number

You can locate the Gateway serial number:

■ Printed on a white sticker on the front or top of your computer case.

■ Printed on the customer invoice that came with your computer. The invoice also contains your customer ID number.

■ Displayed in HelpSpot in Windows XP. Click **Start**, **Help and Support**, then click **View product serial number**.

Microsoft Certificate of Authenticity

The Microsoft Certificate of Authenticity label found on the back or side of your computer case includes the product key code for your operating system.
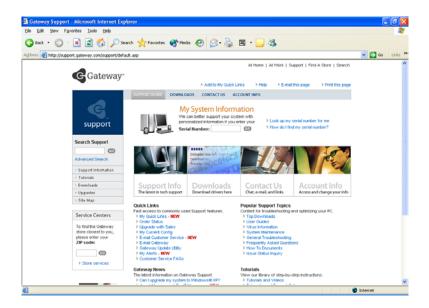
Finding your specifications

For more information about your computer, such as memory size, memory type, and hard drive size, go to the **My Computer Info** link in *HelpSpot* or visit Gateway's *eSupport* page at support.gateway.com. The *eSupport* page also has links to additional Gateway documentation and detailed specifications.

In Windows XP, view your computer's serial number or check your specifications by clicking **Start**, **Help and Support**, then clicking **My Computer Info**.

You can also find out more about your computer at the Gateway *eSupport* site. Visit support.gateway.com. For more information, see "Using eSupport" on page 53.

Accessories

Gateway offers various accessories that can help you make the most of using your computer. To order accessories, visit the *Accessory Superstore* at accessories.gateway.com.

Networking kit

With a networking kit, you can network (link) two or more computers. After you have set up a network, you can access the files, drives, and printers on linked computers, play multiplayer games, and even share one Internet connection.

Two types of networking kits are available. Wireless networking kits use radio frequency to link your computers wirelessly. Ethernet networking kits use network cabling to link your computers.

Imaging equipment

A digital camera lets you take pictures that you can view and edit on your computer.

A digital video camera lets you take videos and pictures that you can view and edit on your computer.

A scanner copies an image, such as a graphic or document, then stores the copy in a file.

You can attach your digital photographs or scanned images to e-mail messages or post them on a Web site.

Printers

You can attach almost any type of printer to your computer. The most common types are inkjet and laser printers, which print in color or in black and white.

Inkjet printers and cartridges are relatively inexpensive, but they are slower than laser printers. Using an inkjet color printer, you can print pictures, banners, and greeting cards, as well as documents.

Laser printers and cartridges are more expensive, but they usually print much faster than inkjet printers. Laser printers are better than inkjet printers when you are printing large documents.

Storage Devices

If you need additional storage space or you want to back up your files, you can add storage devices to you computer.

With a recordable CD or DVD drive, you can free up hard drive space by backing up files, then removing them from your hard drive. Writable CDs can hold as much as 700 MB of data. Writable DVDs can hold as much as 4.7 GB of data. For more information about using recordable drives, see "Creating CDs and DVDs" on page 115.

Iomega Zip drives, like diskette drives, use disks to store data. Zip disks can store 100 MB, 250 MB, or 750 MB of data. You can use a Zip drive to back up files you do not use so you can remove them from your hard drive. Zip drives also provide an easy way to transfer files between computers (if both computers have internal Zip drives or if you have one external, portable Zip drive).

If you need to back up your entire system, you probably need a tape backup (TBU) drive. TBU drives, like tape recorders, use magnetic tape cartridges to store data. Tape drive cartridges can store 2 GB, 20 GB, 40 GB, 130 GB, or more of data.

If you want to increase your internal storage space, try adding a second hard drive or replacing your existing hard drive with a larger drive. For more information about installing a larger drive, see "Adding or replacing a hard drive" on page 229 or "Replacing the hard drive" on page 272.

Memory

Large programs, such as multimedia games or graphics programs, use a lot of memory. If your programs are running more slowly than you think they should, try adding more memory. For more information, see "Installing memory" on page 283.

Uninterruptible power supplies

A standby, uninterruptible power supply (UPS) protects your computer from data loss during a total power failure. A UPS uses a battery to keep your computer running temporarily during a power failure so you can save your work and shut down your computer correctly. A UPS may also provide protection from power surges. For information, see "Setting up an uninterruptible power supply" on page 165.

Setting Up Your Computer 2

This chapter provides basic information about your Gateway computer. Read this chapter to learn how to:

- Use your computer safely
- Start and turn off your computer
- Restart (reboot) your computer

Protecting from power source problems

During a power surge, the voltage level of electricity coming into your computer can increase to far above normal levels and cause data loss or system damage. Protect your computer and peripheral devices by connecting them to a *surge protector*, which absorbs voltage surges and prevents them from reaching your computer.

Warning	High voltages can enter your computer through both the power cord and the modem connection. Protect your computer by using a surge protector. If you have a telephone modem, use a surge protector that has a modem jack. If you have a cable modem, use a surge protector that has an antenna/cable TV jack. During an electrical storm, unplug both the surge protector and the modem.
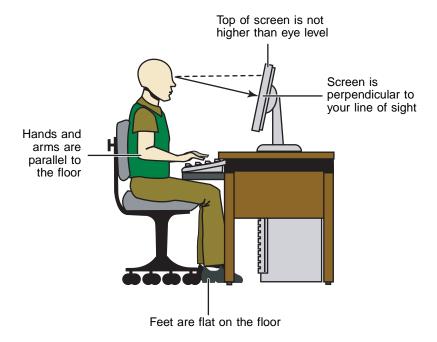
An *uninterruptible power supply* (UPS) supplies battery power to your computer during a power failure. Although you cannot run your computer for an extended period of time with a UPS, a UPS lets you run your computer long enough to save your work and shut down your computer normally. For more information, see "Setting up an uninterruptible power supply" on page 165.

Working safely

Before using your computer, read the following recommendations for setting up a safe and comfortable work area and avoiding discomfort and strain.

Top of screen is not higher than eye level

Screen is perpendicular to your line of sight

Hands and arms are parallel to the floor

Feet are flat on the floor

Reducing eye strain

Sunlight or bright indoor lighting should not reflect on the monitor screen or shine directly into your eyes.

■ Position the computer desk and monitor so you can avoid glare on your screen and light shining directly into your eyes. Reduce glare by installing shades or curtains on windows, and by installing a glare screen filter on your monitor.

■ Use soft, indirect lighting in your work area. Do not use your computer in a dark room.

■ Avoid focusing your eyes on your computer screen for long periods of time. Look away from your computer occasionally, and try to focus on distant objects.

Setting up your computer desk and chair

When you are setting up your computer desk and chair, make sure that the desk is the appropriate height and the chair helps you maintain good posture.

- Select a flat surface for your computer desk.

- Adjust the height of the computer desk so your hands and arms are positioned parallel to the floor when you use the keyboard and mouse. If the desk is not adjustable or is too tall, consider using a keyboard drawer.

- Use an adjustable chair that is comfortable, distributes your weight evenly, and keeps your body relaxed.

- Position your chair so the keyboard is at or slightly below the level of your elbow. This position lets your shoulders relax while you type.

- Adjust the chair height, adjust the forward tilt of the seat, or use a footrest to distribute your weight evenly on the chair and relieve pressure on the back of your thighs.

- Adjust the back of the chair so it supports the lower curve of your spine. You can use a pillow or cushion to provide extra back support.

Setting up your computer and computer accessories

- Set up the monitor so the top is no higher than eye level, the monitor controls are within reach, and the screen is tilted to be perpendicular to your line of sight.

- Place your keyboard and mouse at a comfortable distance. You should be able to reach them without stretching.

- Set paper holders at the same height and distance as the monitor.

Sitting at your computer

- Avoid bending, arching, or angling your wrists. Make sure that they are in a relaxed position when you type.

- Do not slouch forward or lean far back. Sit with your back straight so your knees, hips, and elbows form right angles when you work.

- Take breaks to stand and stretch your legs.

- Avoid twisting your torso or neck.

Avoiding discomfort and injury from repetitive strain

- Vary your activities to avoid excessive repetition.

- Take breaks to change your position, stretch your muscles, and relieve your eyes.

- Find ways to break up the work day, and schedule a variety of tasks.

Starting your computer

▶ To start your computer:

1 Connect the cables to your computer using the setup poster.

2 Turn on the monitor.

3 Turn on your computer and speakers.

4 If you are starting your computer for the first time, follow the on-screen instructions to set up your computer.

5 Turn on any peripheral devices, such as printers or scanners, and see the documentation that came with the device for setup instructions.

Turning off your computer

Tips & Tricks

When you turn off your computer, certain components in the power supply and system board remain energized. In order to remove all electrical power from your computer, unplug the power cord and modem cable from the wall outlets. We recommend disconnecting the power cord and modem cable when your computer will not be used for long periods.

To turn off your computer in Windows XP:

1 Click **Start**, then click **Turn Off Computer**. The *Turn Off Computer* dialog box opens.

2 Click **Turn Off**. Windows shuts down and turns off your computer.

Important

If for some reason you cannot use the Turn Off Computer option in Windows to turn off your computer, press and hold the power button for about five seconds, then release it.

Restarting (rebooting) your computer

If your computer does not respond to keyboard or mouse input, you may have to close programs that are not responding. If closing unresponsive programs does not restore your computer to normal operation, you may have to restart (reboot) your computer.

▶ **To close unresponsive programs and restart your computer:**

1 Press **CTRL+ALT+DEL**, then click **Task Manager**. The *Task Manager* window opens.

2 Click the **Applications** tab, then click the program that is not responding.

3 Click **End Task**.

4 If your computer does not respond, turn it off, wait ten seconds and turn it on again.
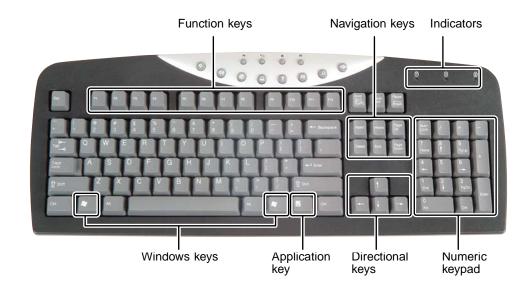
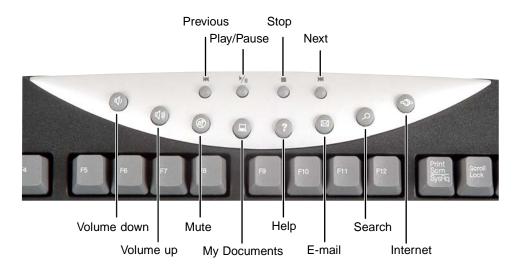| **Important**	If your computer does not turn off, press and hold the power button for about five seconds, then release it.

Multifunction keyboard

Press these keys…	To…
Function keys	Start program actions. Each program uses different function keys for different purposes. See the program documentation to find out more about the function key actions.
Navigation keys	Press these keys to move the cursor to the beginning of a line, to the end of a line, up the page, down the page, to the beginning of a document, or to the end of a document.
Indicators	Show if your NUM LOCK, CAPS LOCK, or SCROLL LOCK keys are activated. Press the corresponding key to activate the function.
Windows keys	Press this key to open the Windows **Start** menu. This key can also be used in combination with other keys to open utilities like F (Search utility), R (Run utility), and E (Explorer utility).
Application key	Access shortcut menus and help assistants in Windows.
Directional keys	Move the cursor up, down, right, or left.
Numeric keypad	Use these keys to type numbers when the numeric keypad (NUM LOCK) is turned on.

Special-function buttons
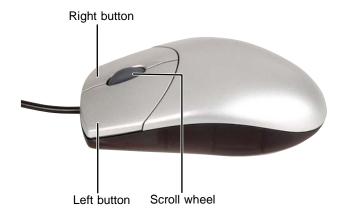
Special-function buttons	Icons	Press to…
Previous	⏮	Return to the previous CD track or DVD chapter.
Play/Pause	▶/‖	Start or pause the play of the CD or DVD.
Stop	■	Stop the play of CD or DVD.
Next	⏭	Move to the next CD track or DVD chapter.
Volume down	🔈	Decrease the volume.
Volume up	🔊	Increase the volume.
Mute	🔇	Turn off all sound.
My Documents	💻	Opens the My Documents folder.
Help	?	Open online help.
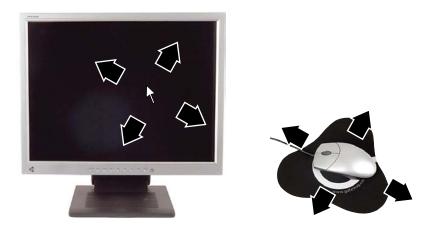
Special-function buttons	Icons	Press to...
E-mail	✉	Open your e-mail program.
Search	🔍	Open online search.
Internet	🌐	Open your Web browser.

Mouse

The *mouse* is a device that controls the pointer movement on the computer screen. This illustration shows the standard mouse.

Right button

Left button   Scroll wheel

As you move the mouse, the *pointer* (arrow) on the screen moves in the same direction.

You can use the *left* and *right buttons* on your mouse to select objects on the screen.

You can use the *scroll wheel* on the mouse to move through a document. This feature is not available in all programs.

Using the mouse

To…	Do this…	
Move the pointer on the computer screen		Move the mouse around on the mouse pad. If you run out of space on your mouse pad and need to move the pointer farther, pick up the mouse, set it down in the middle of the mouse pad, then continue moving the mouse.
Select an object on the computer screen	**click**	Position the pointer over the object. Quickly press and release the left mouse button once. This action is called *clicking*.
Start a program or open a file or folder	**click, click**	Position the pointer over the object. Quickly press and release the left mouse button twice. This action is called *double-clicking*.
Access a shortcut menu or find more information about an object on the computer screen	**click**	Position the pointer over the object. Quickly press and release the right mouse button once. This action is called *right-clicking*.
Move an object on the computer screen	**click** **and drag**	Position the pointer over the object. Press the left mouse button and hold it down. Move (drag) the object to the appropriate part of the computer screen. Release the button to drop the object where you want it.

For instructions on how to adjust the double-click speed, pointer speed, right-hand or left-hand configuration, and other mouse settings, see "Changing the mouse settings" on page 156.

For instructions on how to clean the mouse, see "Cleaning the mouse" on page 204.

Installing a printer, scanner, or other peripheral device

Important	Before you install a printer, scanner, or other peripheral device, see the device documentation and installation instructions.

Your computer has one or more of the following ports: IEEE 1394, Universal Serial Bus (USB), serial, and parallel. You use these ports to connect peripheral devices such as printers, scanners, and digital cameras to your computer. For more information about port locations, see "Checking Out Your Gateway Computer" on page 1.

IEEE 1394 and USB ports support *plug-and-play* and *hot-swapping*, which means that your computer will usually recognize such a device whenever you plug it into the appropriate port. When you use an IEEE 1394 or USB device for the first time, your computer will prompt you to install any software the device needs. After doing this, you can disconnect and reconnect the device at any time.

Parallel and serial port devices are not plug-and-play. See the device documentation for detailed information and installation instructions.

Help and Support	For more information about installing peripheral devices in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **installing devices** in the HelpSpot **Search** box Search [＿＿＿＿＿] ➡ , then click the arrow.

Getting Help 3

This chapter tells you about additional information resources available to help you use your computer. Read this chapter to learn how to access:

- HelpSpot™
- Do More With Gateway
- Online help
- Gateway Web site

HelpSpot

Your computer may include *HelpSpot*™, an easily accessible collection of help information, troubleshooters, instructional videos, and automated support. Use HelpSpot to answer questions about Windows and to help you quickly discover and use the many features of your Gateway computer. HelpSpot also has an area called *Who to contact for help* that helps you find the right resource at Gateway to answer your questions or help solve your problems.
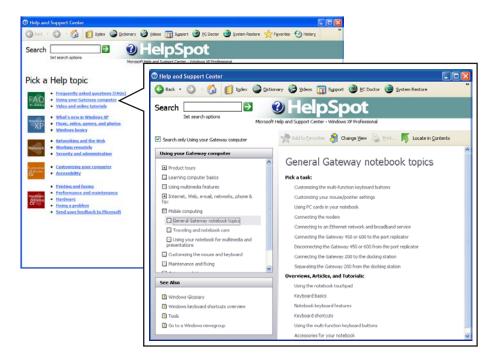
▶ To start HelpSpot in Windows XP:

■ Click **Start**, then click **Help and Support**. HelpSpot opens.

If this is the first time you have started HelpSpot, you may experience a brief wait while HelpSpot builds the help database, then HelpSpot displays an introductory video.
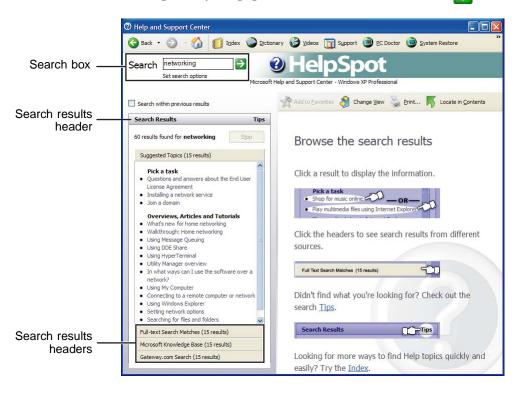
You can find help information by clicking a link, performing a search, or browsing the index. To learn about using your Gateway computer, your mouse, and other tasks, click the **Using your Gateway computer** link on the HelpSpot main page.

Searching for a topic

To search for a topic in HelpSpot, type a word or phrase (keyword) in the **Search** box located at the top of any HelpSpot screen, then click the arrow button.

For each search, you receive the following search result types:

- Suggested Topics - These topics are located in HelpSpot and are relevant to your search topic.

- Full-text Search Matches - These topics are located in HelpSpot and contain the words you entered in the **Search** box.

- Microsoft Knowledge Base - These topics are located on the Microsoft Web site and contain the words you entered in the **Search** box. You must be connected to the Internet to search for and access these topics.

- Gateway.com Search - These topics are located on the Gateway Web site and contain the words you entered in the **Search** box. You must be connected to the Internet to search for and access these topics.

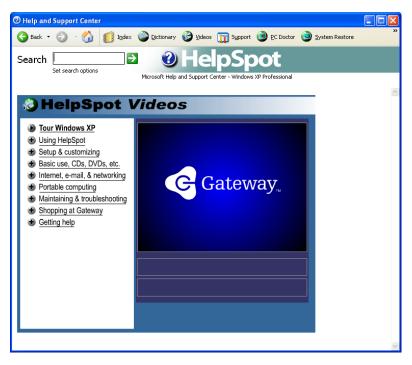To view a list of your search results, click the results header for the type of results you want to view.

To view a topic, click the topic name in the **Search Results** list.

HelpSpot videos

HelpSpot contains several short videos to help introduce you to new concepts or show you how to perform various tasks.

▶ **To play a HelpSpot video:**

■ To watch a video in HelpSpot, click **Video and online tutorials** on the HelpSpot home page, then click a video title. The video plays.
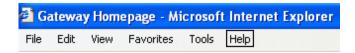
Do More With Gateway

Your computer may include *Do More With Gateway*, a tool that provides additional information about using your Gateway computer for digital music, digital photography, digital video, gaming, and other programs. To access Do More With Gateway in Windows XP, click **Start**, then click **Do More With Gateway**. Click the topics listed on the left-side of the page to learn more about the software already installed on your computer, as well as, partnerships and special offers available through Gateway.

Online help

Many programs provide information online so you can research a topic or learn how to perform a task while you are using the program. You can access most online help information by selecting a topic from a **Help** menu or by clicking a **Help** button.

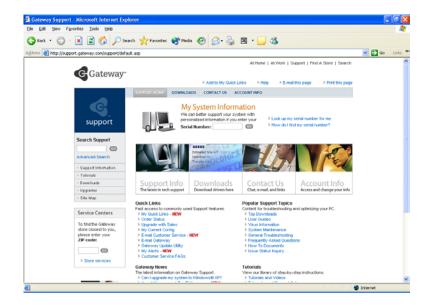You can search for information by viewing the help contents, checking the index, searching for a topic or keyword, or browsing through the online help.

Gateway Web site

Gateway's online support is available 24 hours per day, 7 days per week and provides the most current drivers, product specifications, tutorials, and personalized information about your system. Visit the Gateway eSupport Web site at <u>support.gateway.com</u>.

Using eSupport

The eSupport site is divided into four major areas:

- Support Home
- Downloads
- Contact Us
- Account Info

Each of these areas is represented by a tab across the top of the Web page.

Support Home tab

To get specific information about your computer, type your serial number into the *My System Information* box, then click **GO,** or click **Look up my serial number for me**. For more information, see "Finding your specifications" on page 27.

The *Support Information* link lets you access product documentation, specifications, and manuals. By entering your serial number, you get specific documents related to your system. You can also browse through the reference area to locate an article specific to the question you have.

The *Tutorials* link lets you access an extensive library of how-to articles and videos on topics such as making audio CDs and installing a hard drive.

Downloads tab

The *Downloads* tab provides the latest software updates for BIOS and driver upgrades. By entering your serial number you get drivers specific to your system. Click **All Downloads** to walk through a step-by-step wizard to locate your drivers.

Contact Us tab

The *Contact Us* tab contains links to technical support with a live technician, including chat and e-mail. Click **Call Us** to get a list of Gateway telephone numbers for both sales and support. For more information, see "Telephone numbers" on page 317.

Account Info tab

The *Account Info* tab contains support for non-technical issues, like the status of your order or changing your account address.

Windows Basics

4

Read this chapter to learn how to:

- ■ Use the Windows desktop
- ■ Manage files and folders
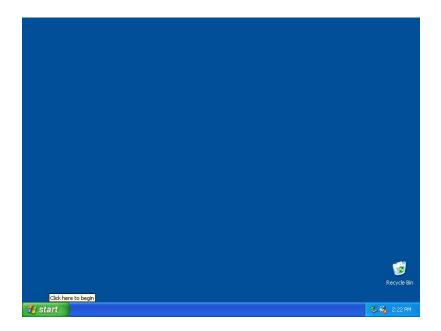- ■ Work with documents
- ■ Use shortcuts

About the Windows environment

After your computer starts, the first screen you see is the Windows *desktop*. The desktop is like the top of a real desk. Think of the desktop as your personalized work space where you open programs and perform other tasks.

Your desktop may be different from this example, depending on how your computer is set up.

Help and Support	For more information about the Windows XP desktop, click **Start**, then click **Help and Support**.
	Type the keyword **Windows desktop** in the HelpSpot **Search** box Search [ ] ➜ , then click the arrow.

Using the desktop

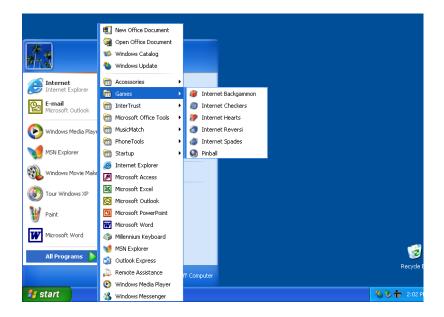The desktop contains the taskbar, the Start button, and the Recycle Bin icon.

Desktop elements	Description
	The *taskbar* is the bar at the bottom of the computer display containing the Start button on the left and a clock on the right. Other buttons on the taskbar represent programs that are running.
	Click a program's *button* on the taskbar to open the program's window.
	The *Start button* provides access to programs, files, help for Windows and other programs, and computer tools and utilities.
	Click the **Start** button, then open a file or program by clicking an item on the menu that opens.
	The *Recycle Bin* is where files, folders, and programs that you discarded are stored. You must empty the Recycle Bin to permanently delete them from your computer. For instructions on how to use the Recycle Bin, see "Deleting files and folders" on page 67.

Using the Start menu

You can start programs, open files, customize your system, get help, search for files and folders, and more using the Start menu.

▶ To use the Start menu:

1 Click the **Start** button on the lower left of the Windows desktop. The Start menu opens showing you the first level of menu items.

2 In Windows XP, click **All Programs** to see all programs and files in the Start menu. When you move the mouse pointer over any menu item that has an arrow next to it, another menu, called a *submenu*, opens and reveals related files, programs, or commands.

3 Click a file or program to open it.

Help and Support

For more information about the Windows XP Start menu, click **Start**, then click **Help and Support**.

Type the keyword **Windows Start menu** in the HelpSpot **Search** box Search [　　　　　] ➡ , then click the arrow.

Adding icons to the desktop

You may want to add an icon (shortcut) to the desktop for a program that you use frequently.

▶ **To add icons to the desktop:**

1 Click **Start**, then click **All Programs**.

2 Right-click (press the right mouse button) the program that you want to add to the desktop.

3 Click **Send To**, then click **Desktop (create shortcut)**. A shortcut icon for that program appears on the desktop.
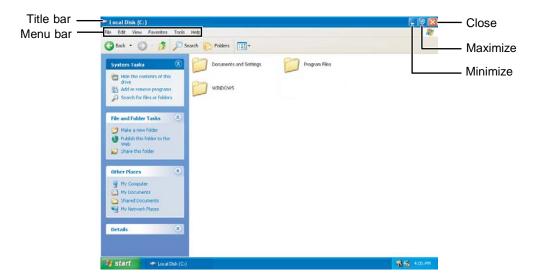
Help and Support

For more information about desktop icons in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **desktop icons** in the HelpSpot **Search** box Search [　　　　　] ➡ , then click the arrow.

Identifying window items

When you double-click the icon for a drive, folder, file, or program, a *window* opens on the desktop. This example shows the Local Disk (C:) window, which opens after you double-click the **Local Disk (C:)** icon in the *My Computer* window.

Every program window looks a little different because each has its own menus, icons, and controls. Most windows include these items:

Window item	Description
Local Disk (C:)	The *title bar* is the horizontal bar at the top of a window that shows the window title.
	Clicking the *minimize button* reduces the active window to a button on the taskbar. Clicking the program button in the taskbar opens the window again.
	Clicking the *maximize button* expands the active window to fit the entire computer display. Clicking the maximize button again restores the window to its former size.
	Clicking the *close button* closes the active window or program.
File Edit View Favorites Tools Help	Clicking an item on the *menu bar* starts an action such as Print or Save.

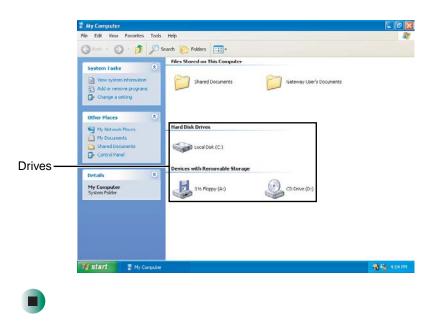| **Help and Support** | For more information about windows in Windows XP, click **Start**, then click **Help and Support**. |
| | Type the keyword **window** in the HelpSpot **Search** box Search ▭ , then click the arrow. |

Working with files and folders

You can organize your files and programs to suit your preferences much like you would store information in a file cabinet. You can store these files in folders and copy, move, and delete the information just as you would reorganize and throw away information in a file cabinet.

Viewing drives

Drives are like file cabinets because they hold files and folders. A computer almost always has more than one drive. Each drive has a letter, usually Local Disk (C:) for the hard drive and 3½ Floppy (A:) for the diskette drive. You may also have more drives such as a CD, DVD, or recordable drive.
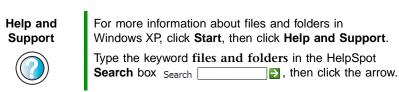
▶ **To view the drives on your computer:**

■ In Windows XP, click **Start**, then click **My Computer** on the Start menu.

To see the files and folders on a drive:

- Double-click the drive icon. If you do not see the contents of a drive after you double-click its icon, click **Show the contents of this drive**.

Help and Support	For more information about files and folders in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **files and folders** in the HelpSpot **Search** box Search [＿＿＿＿＿] ➡, then click the arrow.

Creating folders

Folders are much like the folders in a file cabinet. They can contain files and other folders.

Files are much like paper documents—letters, spreadsheets, and pictures—that you keep on your computer. In fact, all information on a computer is stored in files.

Folders —

Files —

To create a folder:

1 In Windows XP, click **Start**, then click **My Computer** on the Start menu.

2 Double-click the drive where you want to put the new folder. Typically, Local Disk (C:) is your hard drive and 3½ Floppy (A:) is your diskette drive. If you do not see the contents of the drive, click **Show the contents of this drive**.

3 If you want to create a new folder inside an existing folder, double-click the existing folder. If you do not see the contents of the drive or folder, click **Show the contents of this drive** or **Show the contents of this folder**.

4 Click **File**, **New**, then click **Folder**. The new folder is created.

5 Type a name for the folder, then press **ENTER**. The new folder name appears by the folder icon.

Help and Support	For more information about creating files and folders in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **creating files and folders** in the HelpSpot **Search** box Search [＿＿＿＿] ➜ , then click the arrow.

For information about renaming folders, see "Shortcuts" on page 77.

Copying and moving files and folders

The skills you need to copy and move files are called *copying*, *cutting*, and *pasting*.

When you *copy and paste* a file or folder, you place a *copy* of the file or folder on the Windows *clipboard*, which temporarily stores it. Then, when you decide what folder you want the copy to go in (the *destination* folder), you *paste* it there.

When you *cut and paste* a file or folder, you remove the file or folder from its original location and place the file or folder on the Windows clipboard. When you decide where you want the file or folder to go, you paste it there.

Important	The clipboard stores whatever you cut or copy until you cut or copy again. Then the clipboard contains the new information only. Therefore, you can paste copies of a file or folder into more than one place, but as soon as you copy or cut a different file or folder, the original file or folder is deleted from the clipboard.

▶ To copy a file or folder to another folder:

1 Locate the file or folder you want to copy. For more information, see "Viewing drives" on page 62 and "Searching for files" on page 70.

2 Right-click (press the right mouse button) the file or folder that you want to copy. A pop-up menu opens on the desktop.

3 Click **Copy** on the pop-up menu.

4 Open the destination folder.

5 With the pointer inside the destination folder, right-click.

6 Click **Paste**. A copy of the file or folder appears in the new location.

To move a file or folder to another folder:

1 Locate the file or folder you want to move. For more information, see "Viewing drives" on page 62 and "Searching for files" on page 70.

2 Right-click (press the right mouse button) the file or folder that you want to move. A pop-up menu opens on the desktop.

3 Click **Cut** on the pop-up menu.

4 Open the destination folder.

5 With the pointer inside the destination folder, right-click.

6 Click **Paste**. The file or folder you moved appears in its new location and is removed from its old location.

Help and Support	For more information about copying files and folders or moving files and folders in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **copying files and folders** or **moving files and folders** in the HelpSpot **Search** box Search ⬜ 🔜 , then click the arrow.

Deleting files and folders

When you throw away paper files and folders, you take them from the file cabinet and put them in a trash can. Eventually the trash can is emptied.

In Windows, you throw away files and folders by first moving them to the Windows trash can, called the *Recycle Bin*, where they remain until you decide to empty the bin.

You can recover any file in the Recycle Bin as long as the bin has not been emptied.

To delete files or folders:

1 In My Computer or Windows Explorer, click the files or folders that you want to delete. For instructions on how to select multiple files and folders, see "Shortcuts" on page 77.

 If you cannot find the file you want to delete, see "Searching for files" on page 70.

2 Click **File**, then click **Delete**. Windows moves the files and folders to the Recycle Bin.

Help and Support	For more information about deleting files and folders in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **deleting files and folders** in the HelpSpot **Search** box Search [　　　　　]▶, then click the arrow.

To recover files or folders from the Recycle Bin:

1 Double-click the **Recycle Bin** icon. The *Recycle Bin* window opens and lists the files and folders you have thrown away since you last emptied it.

2 Click the files or folders that you want to restore. For instructions on how to select multiple files and folders, see "Shortcuts" on page 77.

3 Click **File**, then click **Restore**. Windows returns the deleted files or folders to their original locations.

▶ **To empty the Recycle Bin:**

| **Caution** | Emptying the Recycle Bin permanently erases any files or folders in the bin. These files cannot be restored. |

1 Double-click the **Recycle Bin** icon on the desktop. The *Recycle Bin* window opens.

2 Click **File**, then click **Empty Recycle Bin**. Windows asks you if you are sure that you want to empty the bin.

3 Click **Yes**. Windows permanently deletes all files in the Recycle Bin.

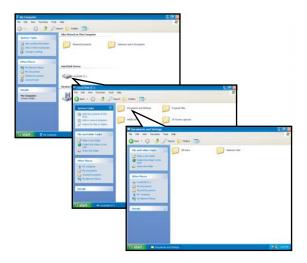| **Help and Support** | For more information about emptying the Recycle Bin in Windows XP, click **Start**, then click **Help and Support**. |
| | Type the keyword **emptying Recycle Bin** in the HelpSpot **Search** box Search [   ]➔ , then click the arrow. |

Browsing for files and folders

A file or folder that you need is rarely right on top of your Windows desktop. It is usually on a drive inside a folder that may be inside yet another folder, and so on.

Windows drives, folders, and files are organized in the same way as a real file cabinet in that they may have many levels (usually many more levels than a file cabinet, in fact). So you usually will have to search through levels of folders to find the file or folder that you need. This is called *browsing*.

To browse for a file:

1 In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

2 Double-click the drive or folder that you think contains the file or folder that you want to find. If you do not see the contents of a folder, click **Show the contents of this drive** or **Show the contents of this folder**.

3 Continue double-clicking folders and their subfolders until you find the file or folder you want.

Help and Support	For more information about browsing for files and folders in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **files and folders** in the HelpSpot **Search** box Search [　　　　　　] → , then click the arrow.

Searching for files

If you are looking for a particular file or folder or a set of files or folders that have characteristics in common, but you do not remember where they are stored on your hard drive, you can use the Search utility to search by:
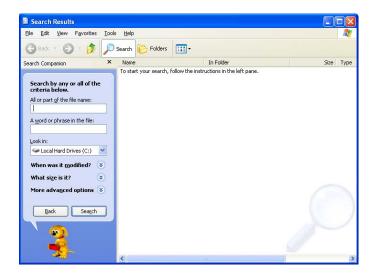
- Name or part of a name
- Creation date
- Modification date
- File type
- Text contained in the file
- Time period in which it was created or modified

You can also combine search criteria to refine searches.

Files and folders found using this utility can be opened, copied, cut, renamed, or deleted directly from the list in the results window.
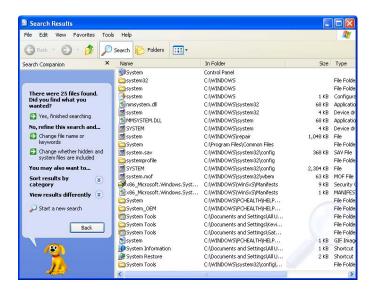
Using the Windows Search utility

▶ **To find files and folders using the Search utility:**

1 In Windows XP, click **Start**, then click **Search**. The *Search Results* window opens. Click **All files and folders**.

2 If you want to search by file or folder name, type in all or part of the file or folder name in the name box in the left pane of the window.

- ■ If you type all of the name, Search will list all files and folders of that name.

- ■ If you type part of the name, Search will list all of the file and folder names containing the letters you typed.

3 Click **Search** or **Search Now**. When the search is completed, Windows lists the files and folders whose names contain the text that you searched for.

4 Open a file, folder, or program by double-clicking the name in the list.

Help and Support	For more information about searching for files and folders in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **searching** in the HelpSpot **Search** box Search [　　　　] ➡, then click the arrow.

Using advanced search options

Search can find files meeting more criteria than file name. You can narrow your search by selecting the search options that you want. You can search by the:

■ Date the file was created or modified.

■ Size of the file.

■ Type of file, such as a program or a text document.
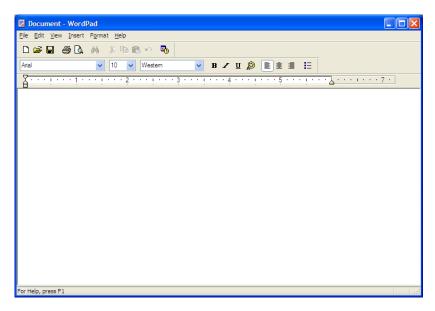
Working with documents

Computer documents include word processing files, spreadsheet files, or other similar files. The basic methods of creating, saving, opening, and printing a document apply to most of these types of files.

The following examples show how to create, save, open, and print a document using Microsoft® WordPad. Similar procedures apply to other programs such as WordPerfect, Microsoft Word, and Microsoft Excel.

For more information about using a program, click **Help** on its menu bar.

Creating a new document

▶ **To create a new document:**

1 Click **Start**, **All Programs**, **Accessories**, then click **WordPad**. Microsoft WordPad starts and a blank document opens.
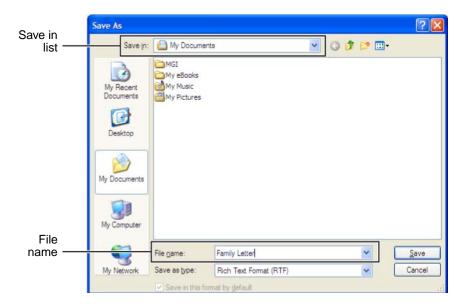

2 Begin composing your document. Use the menus and toolbar buttons at the top of the window to format the document.
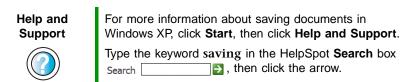
Saving a document

After you create a document, you need to save it if you want to use it later.

▶ **To save a document:**

1 Click **File**, then click **Save**. The *Save As* dialog box opens.

Save in list

File name

2 Click the arrow button to open the **Save in** list, then click the folder where you want to save the file. If you do not see the folder you want, browse through the folders listed below the *Save in* list.

3 Type a new file name in the **File name** box.

4 Click **Save**.

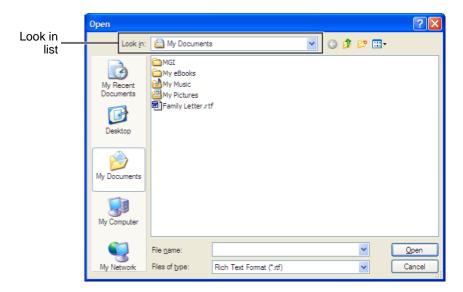| **Help and Support**	For more information about saving documents in Windows XP, click **Start**, then click **Help and Support**. Type the keyword **saving** in the HelpSpot **Search** box Search ☐ ➡ , then click the arrow.

Opening a document

To view, revise, or print an existing document, first you need to open it. Open the document in the program that it was created in.

▶ To open a document:

1 Start the program.

2 Click **File**, then click **Open**.

3 Click the arrow button to open the **Look in** list, then click the folder you want to open. If you do not see the folder you want, browse through the folders listed below the *Look in* list.

4 Double-click the document file name. The document opens.

Help and Support	For more information about opening documents in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **opening files** in the HelpSpot **Search** box Search [ ] ➜ , then click the arrow.

Printing a document

To print a document, you must have a printer connected to your computer or have access to a network printer. For more information about installing or using your printer, see the printer documentation.

▶ To print a document:

1 Make sure that the printer is turned on and loaded with paper.

2 Start the program and open the document.

3 Click **File**, then click **Print**. The *Print* dialog box opens.

4 Set the print options, then click **OK**. The document prints.

Help and Support

For more information about printing documents in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **printing** in the HelpSpot **Search** box Search [＿＿＿＿＿] , then click the arrow.

Shortcuts

The following table shows a few shortcuts that you can use in Windows and almost all programs that run in Windows. For more information about shortcuts, see your Windows or program documentation.

To…	Do this…
Copy a file, folder, text, or graphic	Click the item, then press CTRL + C.
Cut a file, folder, text, or graphic	Click the item, then press CTRL + X.
Paste a file, folder, text, or graphic	Click inside the folder or window where you want to paste the object, then press CTRL + V.
Select multiple items in a list or window	Click the first item, press and hold down the CTRL key, then click each of the remaining items.
Select multiple adjacent items in a list or window	Click the first item in the list, press and hold down the SHIFT key, then click the last item in the list.
Permanently delete a file or folder	Click the file or folder, then press SHIFT + DELETE. The file or folder is permanently deleted. The file or folder is **not** stored in the Recycle Bin.
Rename a file or folder	Click the file or folder, press F2, type the new name, then press ENTER.
Close the active window or program	Press ALT + F4.
Switch to a different file, folder, or running program	Press ALT + TAB.

Help and Support	For more information about Windows keyboard shortcuts in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **Windows keyboard shortcuts** in the HelpSpot **Search** box Search [＿＿＿＿＿] ⏵ , then click the arrow.

Using the Internet **5**

This chapter provides information about the Internet and the World Wide Web. Read this chapter to learn how to:

- Set up and access an Internet account using America Online®

- Connect to a Web site using a browser

- Download files from the Internet
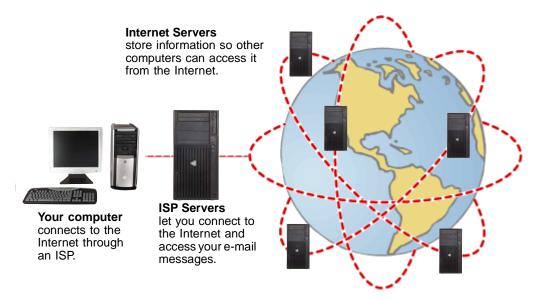
- Send and receive e-mail using America Online

Learning about the Internet

The *Internet* is a worldwide network of computers linked together to provide information to people everywhere. The two most popular services on the Internet are e-mail and the World Wide Web. You can access this network by connecting your computer to a telephone, DSL (Digital Subscriber Line), or cable line and signing up with an Internet service provider (ISP).

Cable and DSL modems, a connection known as broadband, use your TV cable or special telephone lines to connect to your ISP and access the Internet. Cable and DSL modems connect to your computer through an Ethernet jack and provide a faster connection speed than a standard telephone modem.

Internet Servers store information so other computers can access it from the Internet.

Your computer connects to the Internet through an ISP.

ISP Servers let you connect to the Internet and access your e-mail messages.

If you want to access the Internet you need:

- A **modem** – a device that connects your computer to other computers or servers using a telephone, DSL, or cable line.

- An **Internet service provider** – a company that provides access to the Internet through an ISP server. When you connect to an ISP, the ISP server lets you access the Internet and your e-mail messages.

- A **Web browser** – a program that displays information from the World Wide Web.

- An **e-mail program** – a program that lets you create, send, and receive e-mail messages over the Internet.

Setting up an Internet account

Before you can view the information on the World Wide Web, you need to set up an Internet account with an Internet service provider (ISP). If you have chosen America Online as an ISP, follow these instructions to set up and connect to your account. To set up a different ISP service or to transfer an existing account to this computer, contact the ISP directly.

If you set up an account with America Online, an Internet e-mail address is created for you. After completing the setup, you are ready to access the Internet.

> ### To set up an Internet account with America Online:

1 Click **Start**, **All Programs**, then click **America Online**.

2 Follow the on-screen instructions. After setting up your account, you can connect to the Internet and access your e-mail services.

Accessing your Internet account

To connect to your America Online Internet account:

1 Click **Start**, **All Programs**, then click **America Online**.

2 Complete the member name and password information, then click **Connect**. Your computer dials the Internet account telephone number. After connecting, the *Welcome* window opens.

If you are using a service other than America Online, check with your ISP for the correct procedure for connecting.

To disconnect from your America Online Internet account:

■ Click **X** in the top-right corner of the America Online window. Your computer disconnects from the Internet.

Important	Make sure that your computer disconnects correctly from your Internet account. If you do not have an "unlimited hours" ISP account, you may have to pay for the time that you are connected, even if you are not at your computer.

If you are using a service other than America Online, check with your ISP for the correct procedure for disconnecting.

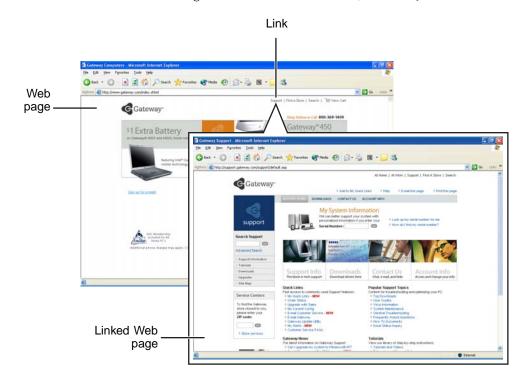| **Help and Support**	For general information about using Internet accounts in Windows XP, click **Start**, then click **Help and Support**. Type the keyword **ISP** in the HelpSpot **Search** box Search [ ] , then click the arrow.

Using the World Wide Web

The World Wide Web is a multimedia window to the Internet that gives you access to millions of information sources.

Information on the Web comes to you on *Web pages*, which are electronic documents that you view using a Web page display program called a *browser*. You can use any of the commercially available Web browsers, like Microsoft Internet Explorer (which comes installed on your new computer), Netscape Navigator, or the browser built into America Online.

Web pages can contain text, animations, music, and other multimedia features. A group of related Web pages is called a *Web site*. You can access Web sites to shop, track investments, read the news, download programs, and much more.

You can explore a Web site or visit other Web sites by clicking areas on a Web page called *links* or *hyperlinks*. A link may be colored or underlined text, a picture, or an animated image. You can identify a link by moving the mouse pointer over it. If the pointer changes to a hand, the item is a link.

To learn more about using the Web browser features, click **Help** in the menu bar.

Link

Web page

Linked Web page

Connecting to a Web site

After you set up an account with an Internet service provider (ISP) such as America Online, you can access the many information sources on the World Wide Web.

▶ **To connect to a Web site:**

1 Connect to your Internet account. After your computer connects, a default opening page or welcome screen opens.

2 To go to a different Web site, type the *address* (called a *URL* for "Universal Resource Locator") in the browser address bar (for example **www.gateway.com**), then click **GO** on the browser address bar.

www.gateway.com	∨	→ Go

- OR -

On the current Web page, click a link to a Web site.

The Web browser locates the server computer on the Internet, *downloads* (transfers) data to your computer, and displays the page on the site that you requested.

■

Help and Support	For more information about connecting to a Web site in Windows XP, click **Start**, then click **Help and Support**.
?	Type the keyword **connecting to Web site** in the HelpSpot **Search** box Search [＿＿＿＿] →, then click the arrow.

Sometimes Web pages display slowly. The speed that a Web page displays on your screen depends on the complexity of the Web page and other Internet conditions. Additionally, the speed of your connection will determine how fast Web pages display.

Downloading files

Downloading is the process of transferring files from a computer on the Internet to your computer.

To protect your computer against viruses, make sure that you scan the files you download. For more information, see "Protecting your computer from viruses" on page 191.

To download files or programs from a Web site:

1 Connect to your Internet account.

2 In the address bar, type the address of the Web site that contains the file or program you want to download, then click **GO** on the browser address bar.

- OR -

Click a link on a Web page to navigate to the Web site containing the file that you want to download.

3 Create or locate the folder where you want to store the file on your computer. For more information, see "Working with files and folders" on page 62.

4 Click the link on the Web page for the file that you want to download.

5 Follow the on-screen instructions for saving the file in the folder that you want. A copy of the file is downloaded to your computer. The time that it takes to transfer the file to your computer depends on file size and Internet conditions.

6 Open the folder that you created.

7 Install or view the downloaded file by double-clicking it. If applicable, follow the instructions provided on the Web site to run or install the program.

Help and Support	For more information about downloading files in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **downloading files** in the HelpSpot **Search** box Search [　　　　　], then click the arrow.
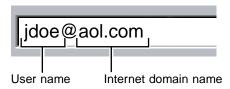
Using e-mail

E-mail (electronic mail) lets you send messages to anyone who has an Internet connection and e-mail address. E-mail is usually a free service of your Internet account.

The Internet never closes, so you can send e-mail messages at any time. Your e-mail messages arrive at most e-mail addresses in minutes.

An *e-mail address* consists of a user name, the @ symbol, and the Internet *domain name* of the Internet service provider (ISP) or company that "hosts" that user. Your e-mail address is assigned when you sign up for an account with an ISP. For example, a person with an account with America Online might have an e-mail address that is similar to this one:

jdoe@aol.com

User name   Internet domain name

Sending e-mail

▶ **To send e-mail using America Online:**

1 Connect to your America Online account.

2 Click **Write**.

3 Type the e-mail address of the recipient you want to send e-mail to in the **Send To** box.

4 Type the subject of your e-mail in the **Subject** box.

5 Type the e-mail message.

6 When finished, click **Send Now**. Your e-mail is sent over the Internet to the e-mail address you specified.

Checking your e-mail

To check your e-mail using America Online:

1 Connect to your America Online account.

2 Click **Read**.

3 Double-click the message you want to read.

For more information about managing and organizing your e-mail messages, see the online help in your e-mail program.

Help and Support	For general information about using e-mail in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **e-mail** in the HelpSpot **Search** box Search [_____] , then click the arrow.
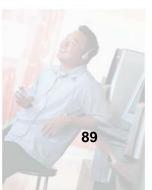
Using Drives and Multimedia 6

This chapter provides information on using the multimedia capabilities of your computer. Read this chapter to learn how to:

- Use the diskette drive
- Use the CD or DVD drive
- Record your own CDs and DVDs

Adjusting the volume

You can use the volume controls to adjust the overall volume and the volume of specific sound devices in your computer. Depending on the sound hardware installed in your computer, you may have additional volume controls available through the Start menu.

▶ **To adjust the overall volume level using hardware controls:**

■ If you are using external speakers, turn the knob on the front of the speakers.

-OR-

Use the volume control buttons on the keyboard. For more information, see .

▶ **To adjust the overall volume level from Windows XP:**

1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Sounds, Speech, and Audio Devices**.

2 Click/Double-click the **Adjust the system volume** or **Sounds and Audio Devices**. The *Sounds and Audio Devices Properties* dialog box opens.

3 Click the **Volume** tab.

4 Drag the **Device Volume** slider to change the volume or click to select the **Mute** check box, then click **OK**.

Help and Support
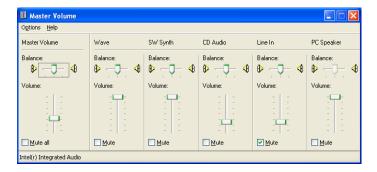
For more information about adjusting volume in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **adjusting volume** in the HelpSpot **Search** box Search [＿＿＿＿＿＿] , then click the arrow.

▶ **To adjust specific volume levels in Windows XP:**

1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Sounds, Speech, and Audio Devices**.

2 Click/Double-click the **Adjust the system volume** or **Sounds and Audio Devices**. The *Sounds and Audio Devices Properties* dialog box opens.

3 Click the **Volume** tab.

4 Click **Advanced** in the **Device volume** area.

If the device you want to adjust does not appear in the window, click **Options**, **Properties**, the check box next to the audio device you want to adjust, then click **OK**.

5 Drag the volume level and balance sliders for the device you want to adjust. For more information about the volume controls, click **Help** in the window.

6 Click **X** in the top-right corner of the window to close it.

Using the diskette drive
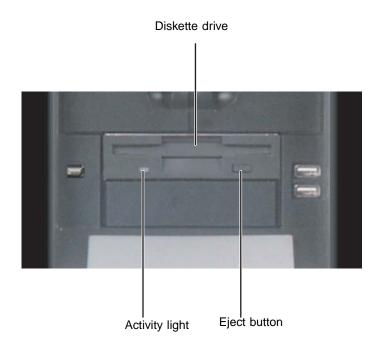
The diskette drive uses 3.5-inch diskettes (sometimes called *floppy disks*). Diskettes are useful for storing files or transferring files to another computer.

Warning

Do not expose diskettes to water or magnetic fields. Exposure could damage the data on the diskette.

Diskette drive

Activity light   Eject button

▶ **To use a diskette:**

1 Insert the arrow-marked end of a diskette into the diskette drive with the label side facing up. The diskette locks into the drive and the diskette eject button pops out.

2 To access a file on the diskette in Windows XP, click **Start**, then click **My Computer**. Double-click the drive letter (for example, the A: drive), then double-click the file name.

3 To remove the diskette, make sure that the drive activity light is off, then press the diskette eject button.

■

Using the CD or DVD drive
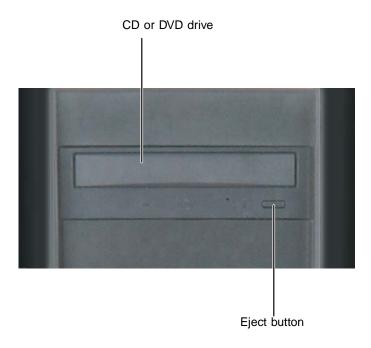
You can use your computer to enjoy a wide variety of multimedia features.

Identifying drive types

Look on the front of the drive for one or more of the following logos. Your drive may be a combo drive with multiple logos and multi-functionality.

If your drive has this logo…	Your drive type is a…	Use your drive to…
COMPACT disc	**CD drive**	Install programs, play audio CDs, and access data.
COMPACT disc Recordable ReWritable - OR - COMPACT disc ReWritable High Speed	**CD-RW drive**	Install programs, play audio CDs, access data, and create CDs.
		You can only write to a CD-R disc once. You can write to and erase CD-RW discs multiple times. For more information, see "Creating CDs and DVDs" on page 115.
DVD ROM	**DVD drive**	Install programs, play audio CDs, play DVDs, and access data.
DVD MULTI RECORDER	**DVD-RAM/-RW Drive**	Install programs, play audio CDs, play DVDs, access data, and record video and data to DVD-RAM, DVD-R, or DVD-RW discs. For more information, see "Creating CDs and DVDs" on page 115.
RW DVD+ReWritable	**DVD+RW**	Install programs, play audio CDs, play DVDs, access data, and record video and data to DVD+R, or DVD+RW discs. For more information, see "Creating CDs and DVDs" on page 115.

Inserting a CD or DVD

CD or DVD drive

Eject button

Important	Some music CDs have copy protection software. You may not be able to play these CDs on your computer.

### To insert a CD or DVD:

1 Press the eject button next to the CD or DVD drive. The CD or DVD drive tray opens.

2 Place the disc in the tray with the label facing up.

Important	When you place a single-sided disc in the tray, make sure that the label side is facing up. If the disc has two playable sides, place the disc so the name of the side you want to play is facing up.

3 Press the eject button again. The CD or DVD drive tray closes.

Listening to CDs

You can use the CD or DVD drive on your computer to listen to music CDs.

| **Important** | Some music CDs have copy protection software. You may not be able to play these CDs on your computer. |
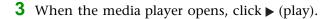
Use the Windows Media Player to listen to CDs in Windows XP. For more information about the using the Windows Media Player, click **Help**. You can also use MusicMatch to listen to CDs. For more information, see "Using MusicMatch" on page 104.
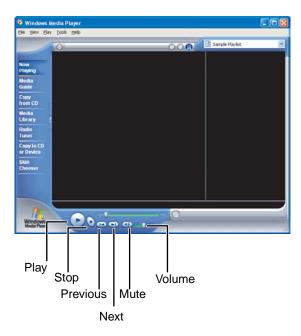
You can use the special-function buttons on the Multifunction keyboard to control how you play your CDs. For more information, see "Special-function buttons" on page 40.

To play a CD:

1 Insert a CD into the CD or DVD drive.

2 If a dialog box opens with a list of CD players, click **Windows Media Player**. The Windows Media Player opens.

- OR -

If a dialog box does not open with a list of CD players, click **Start**, then click **Windows Media Player**. The Windows Media Player opens.

3 When the media player opens, click ▶ (play).

Play
Stop
Previous | Mute
Volume
Next

If you do not hear sound or you want to change the volume, see "Adjusting the volume" on page 90.

Help and Support	For more information about playing CDs in Windows XP, click **Start**, then click **Help and Support**.
(?)	Type the keyword **playing CDs** in the HelpSpot **Search** box Search [_____] ➔ , then click the arrow.
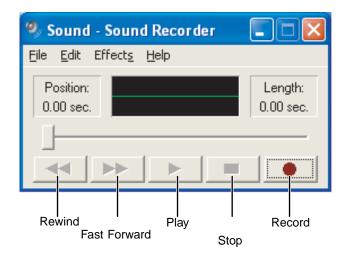
Recording and playing audio

Use the following instructions to make an audio recording by speaking into a microphone.

▶ **To make an audio recording:**

1 Plug a microphone into one of the Microphone jacks on your computer. For the location of the Microphone jacks, see "Checking Out Your Gateway Computer" on page 1.

2 Click **Start**, **All Programs**, **Accessories**, **Entertainment**, then click **Sound Recorder**. The Sound Recorder opens.

Rewind   Play   Record
Fast Forward   Stop

3 Click ● (record), then speak into the microphone.

4 When you finish recording, click ■ (stop).

5 Click **File**, then click **Save As**. The *Save As* dialog box opens.

6 Name the recording, specify the location where you want to save the recording, then click **Save**. The recording is saved.

▶ To play an audio recording in Sound Recorder:

1 Open the Sound Recorder.

2 Click **File**, then click **Open**. The *Open* dialog box opens.

3 Click the file you want to play, then click **Open**.

4 Play the file by clicking ▶ (play), then stop playing the file by clicking ■ (stop).
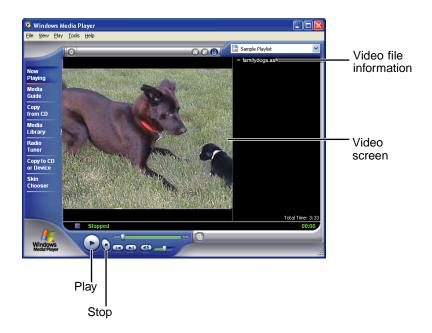
Help and Support	For more information about making or playing an audio recording in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **recording audio** or **playing audio** in the HelpSpot **Search** box Search [ ]▣ , then click the arrow.

Playing audio and video files with the Windows Media Player

The Windows Media Player can play several types of audio and video files, including WAV, MIDI, MP3, AU, AVI, and MPEG formats. For more information about the using the Windows Media Player, click **Help**.

▶ **To play a file using the Windows Media Player:**

1 In Windows XP, click **Start**, **All Programs**, then click **Windows Media Player**. The Windows Media Player opens.

Video file information

Video screen

Play

Stop

2 Click **File**, then click **Open**. The *Open* dialog box opens.

| **Important** | If the menu bar does not appear, click the show menu bar ⬦ button. |

3 Click the file you want to play, then click **Open**.

4 Play the file by clicking ▶ (play), then stop playing the file by clicking ■ (stop).

| **Help and Support** | For more information about playing audio and video using the Windows Media Player in Windows XP, click **Start**, then click **Help and Support**. |
| | Type the keyword **Media Player** in the HelpSpot **Search** box Search [＿＿＿＿＿] ➔ , then click the arrow. |

Using MusicMatch

Using MusicMatch™, you can:

- Play music CDs

- Create MP3 music files from your music CDs

- Edit music track information

- Use your music files to build a music library

- Listen to Internet Radio

For more information on using MusicMatch, see its online help.

Playing CDs

You can use the MusicMatch program to play music CDs.

Important	Some music CDs have copy protection software. You may not be able to play these CDs on your computer.

▶ To play a music CD:

1 To have MusicMatch automatically list the album, artist, and track names of your CD, connect to the Internet before inserting your CD.

2 Insert the music CD into the CD or DVD drive on your computer. The *Audio CD* dialog box opens.

3 Click **Play Audio CD using MUSICMATCH Jukebox**, then click **OK**. MusicMatch opens, the CD begins playing, and the names of the music tracks appear in the playlist area.

Creating MP3 music files

Using MusicMatch, you can copy the tracks from a music CD to your computer's hard drive as MP3 files. *MP3* (MPEG Layer 3) is a standard for digitally compressing high-fidelity music into compact files without noticeably sacrificing quality. MP3 files end in the file extension **.MP3**.

Important	Some music CDs have copy protection software. You cannot copy tracks from these CDs.

▶ To create MP3 files:

1 To have MusicMatch automatically list the album, artist, and track names of your CD, then use that information for naming and storing your MP3 files, connect to the Internet before inserting your CD.

2 Insert a music CD into your CD or DVD drive.

3 If an *Audio CD* dialog box opens, click **Play Audio CD using MUSICMATCH Jukebox**, then click **OK**. The *MusicMatch* window opens.

- OR -

If a dialog box does not open, click **Start**, **All Programs**, **MusicMatch**, then click **MusicMatch Jukebox**. The *MusicMatch* window opens.

Record

4 If the CD is playing, click **Stop**.

5 Click **Record**. The *Recorder* window opens.

Record
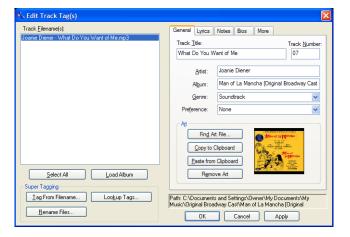
6 Click to clear the check box for any track you do not want to record.

7 Click **Record**.

8 When a message appears that tells you the CD drive needs to be configured, click **OK**. A progress bar appears next to each track as it is recorded.

Editing track information

After you add a CD track as an MP3 file to your music library, you can edit the track's information.

▶ **To edit track information:**

1 In MusicMatch, click **My Library**. The library window opens.

2 In the library window, right-click the file, then click **Edit Track Tag(s)**. The *Edit Track Tag(s)* dialog box opens.

3 Enter information such as track title, lead artist, album, and genre.

4 Click **OK**. The new track information appears in the MusicMatch playlist, music library, and recorder window.

Building a music library

Use MusicMatch to build a music library. You can organize your music tracks by categories, find a track quickly by using the sort features, and add information to a music file.

You can add music tracks to your music library by:

- **Creating MP3 files** – When you create MP3 files from the tracks on your music CD, MusicMatch automatically adds these files to your music library.

- **Dragging and Dropping** – Drag and drop files from Windows Explorer or your desktop to the music library.

- **Downloading files from the Internet** – When you are connected to the Internet, MP3 files that you download are automatically added to your music library.
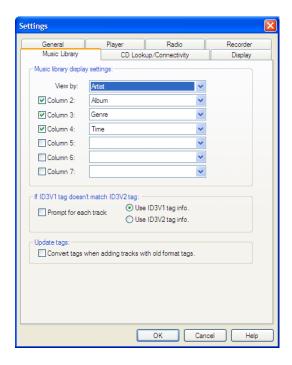
Caution	During the download process, MP3 files may become corrupt. If you are having trouble listening to, or working with, a downloaded file, try downloading the file again.

Changing the music library display settings

▶ **To change the music library display settings:**

1 In MusicMatch, click **Options**, then click **Settings**. The *Settings* window opens.

2 Click the **Music Library** tab.

3 Click an arrow button to open a column list, then click the category that you want to display in the column.

4 When you have finished selecting categories, click **OK**.

Listening to Internet radio

▶ **To listen to an Internet radio station:**

1 Connect to the Internet, then open MusicMatch.

2 Click **Online Music**. The *Radio* window opens.

3 To select one of the MusicMatch Internet radio stations, click **Featured Radio Stations** or **Radio Stations**, the radio station, then click the arrow in the *play this station* box. MusicMatch connects to the station and plays the audio. If you do not see **Featured Radio Stations** or **Radio Stations**, drag the scroll bar on the left.

- OR -

To play another Internet radio station, click **Broadcast Radio**, the appropriate category in the **Broadcast Stations** list, the radio station, then click the arrow in the *play this station* box. MusicMatch connects to the station and plays the audio. If you do not see **Broadcast Radio**, drag the scroll bar on the left.

Using advanced features

You can also use MusicMatch to create your own music CDs and to download MP3 files to your portable MP3 player. For more information, see the MusicMatch online help.

Playing a DVD

A Digital Versatile Disc (DVD) is similar to a standard CD but has greater data capacity. Because of this increased capacity, full-length movies, several albums of music, or several gigabytes of data can fit on a single disc. If your computer has a DVD drive, you can play DVDs with the InterVideo DVD Player program or Windows Media Player. For more information about playing DVDs, click **Help** in the DVD player program.

▶ To play a DVD:

1 Make sure that the speakers are turned on or headphones are plugged in and that the volume is turned up.

2 Turn off your screen saver and standby timers.

3 To play a DVD using InterVideo DVD, click **Start**, **All Programs**, **DVD**, then click **DVD Player**. The InterVideo DVD Player video screen and control panel open.

-OR-

To play a DVD using Windows Media Player in Windows XP, click **Start**, **All Programs**, then click **Windows Media Player**. The Windows Media Player opens.

Important	If the InterVideo DVD player is not on your Start menu, or if Windows Media Player cannot play a DVD, you will need to install the InterVideo DVD program. To install the InterVideo program, insert the InterVideo DVD Software disc into your DVD drive and follow the on-screen instructions.

4 Insert a DVD into the DVD drive, then click ▶ (play). The DVD plays. Use the volume controls in the DVD player to adjust the volume. For more information on using the DVD player, see its online help.

Help and Support	For more information about playing DVDs in Windows XP, click **Start**, then click **Help and Support**. Type the keyword **playing DVDs** in the HelpSpot **Search** box Search [＿＿＿＿＿＿] ➡ , then click the arrow.

Creating CDs and DVDs

You can use Nero Express to copy tracks from a music CD to your hard drive, copy or create data CDs and DVDs, create music CDs, create video DVDs, and more.

Important	We recommend that you do not use your computer for other tasks while creating CDs or DVDs.

Important	If you record copyrighted material on a CD or DVD, you need permission from the copyright owner. Otherwise, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, contact your legal advisor.
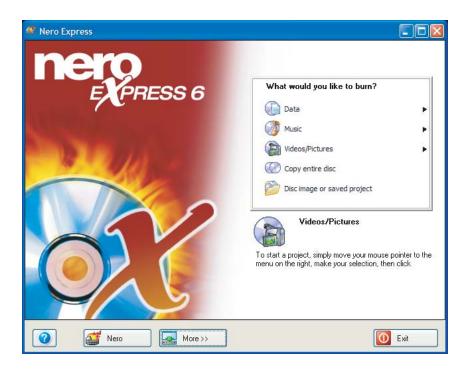
Important	Some CDs have copy protection software. You cannot create MP3 files from these CDs and you may not be able to listen to these CDs on your computer.
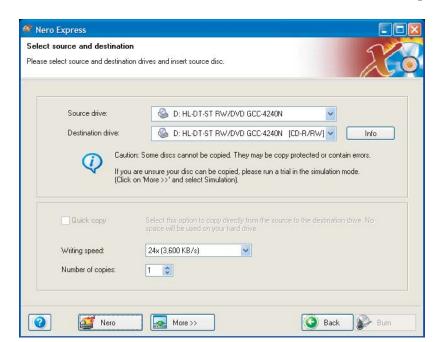
Copying a CD or DVD

▶ **To copy a music CD, data CD, or data DVD:**

1 Click **Start**, **All Programs**, **Burn a CD or Data DVD**, **Nero Programs**, then click **Nero Express**. Nero Express opens.
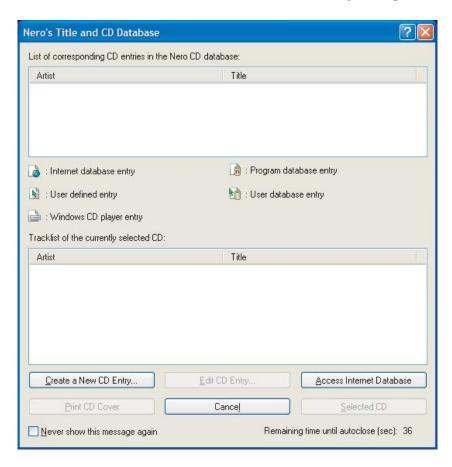
2 Click **Copy entire disc**. The *Select source and destination* screen opens.

3 Insert the music CD or data CD or DVD you want to copy into your recordable drive. If you have two drives, insert the disc in your non-recordable drive.

4 If you have two drives, insert a blank, recordable disc in your recordable drive.

5 Click the arrow to open the **Source drive** list, then click the drive that contains your source disc.

6 Click the arrow to open the **Destination drive** list, then click your recordable drive.

7 If you have two CD or DVD drives, click to select the **Quick copy** check box.
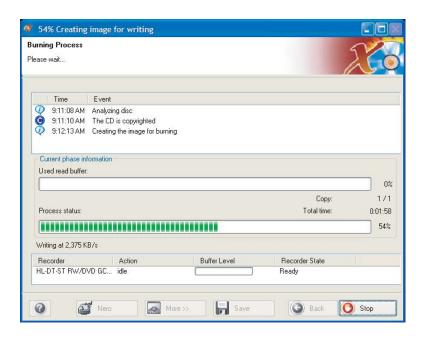
8 Click **Burn**. The *Nero's Title and CD Database* dialog box opens.

9 Wait until the dialog box closes.

- OR -

Click **Cancel**.

The *Burning Process* screen opens. If you are using one drive, Nero Express copies the tracks or files to your hard drive. If you are using two drives, Nero Express copies the tracks from the source disc to the blank, recordable disc.
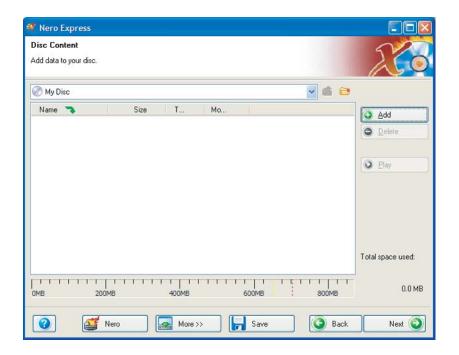
10 If you are using one drive, a message prompts you to insert a CD or DVD. Remove the source CD or DVD, insert a blank, writable CD or DVD, then wait for the message box to close. Nero Express copies the files from your hard drive to the writable CD or DVD.

11 When a message tells you that the recording is complete, click **OK**.

12 Click **Next** to return to the main Nero Express screen.

13 Click **Exit**.

Creating a data CD or DVD

▶ **To create a data CD or DVD:**

1 Click **Start**, **All Programs**, **Burn a CD or Data DVD**, **Nero Programs**, then click **Nero Express**. Nero Express opens.

2 Insert a blank, writable CD or DVD into your recordable drive.

3 If a dialog box opens, click **Take no action**, then click **OK**.

4 Move your pointer over **Data**, then click **Data Disc**. The *Disc Content* screen opens.

5 Click **Add**. The *Select Files and Folders* dialog box opens.

6 Browse to the folder that contains the files you want to add. You can click the arrow to open the **Location** list, then click a drive or folder, or you can click folders in the **Name** list. Press and hold the CTRL key to select multiple files.

7 Click **Add**. You can continue to select files and click **Add**.

8 After you select all your files, click **Finished**.

9 Click **Next**. The *Final Burn Settings* screen opens.

10 Click the arrow to open the **Current recorder** list, then click your recordable drive.

11 Click **Burn**. The *Burning Process* screen opens and Nero Express burns the files to the CD.

12 When a message tells you that the recording is complete, click **OK**.

13 Click **Next** to return the main Nero Express screen.

14 Click **Exit**.

Copying music tracks

▶ **To copy music CD tracks to your hard drive:**

1 Click **Start**, **All Programs**, **Burn a CD or Data DVD**, **Nero Programs**, then click **Nero Express**. Nero Express opens.

2 Insert the music CD that has the tracks you want to copy into your CD drive.

3 If an *Audio CD* dialog box opens, click **Take no action**, then click **OK**.

4 Click **More**. The Nero Toolbar opens.
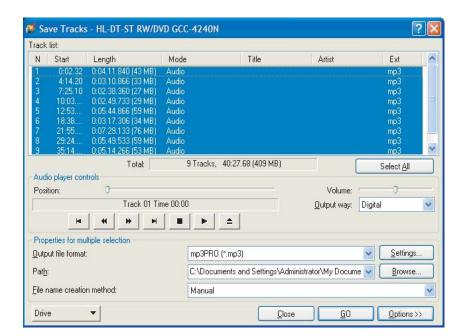
5 Click the **Save Tracks** icon. The *Nero's Title and CD Database* dialog box opens.

6 Wait until the dialog box closes.

- OR -

Click **Cancel**.

7 If a message box opens, click **OK**. The *Save Tracks* dialog box opens.

8 Click the arrow button to open the **Output file format** list, then click the format you want for the saved tracks.

9 To record all the tracks, click **GO**. The recording process begins.

- OR -

To record selected tracks, hold down the **CTRL** key, click the tracks you want, then click **GO**. The recording process begins.

10 After the recording is complete, click **Close**.
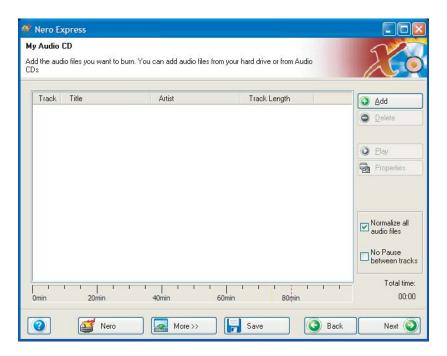
Creating a music CD
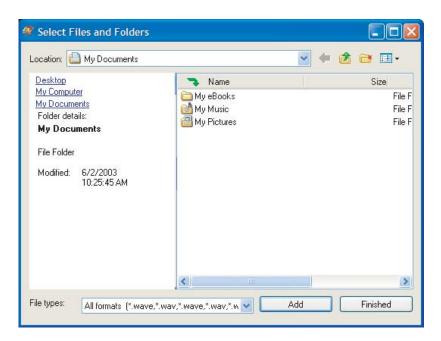
▶ **To create a music CD:**

1 Click **Start**, **All Programs**, **Burn a CD or Data DVD**, **Nero Programs**, then click **Nero Express**. Nero Express opens.

2 Insert a blank, writable CD into your recordable drive.

3 If a dialog box opens, click **Take no action**, then click **OK**.

4 Move your pointer over **Music**, then click one of the following options:

- **Audio CD** to create a music CD that will play on all CD players. Nero Express converts MP3 and WMA files to Audio CD format.

- **Audio and Data CD** to create a CD that contains tracks and data files. You can play the music files in a CD player and you can view all files on your computer.

- **MP3 Disc** to create a CD using MP3 files. You can play the CD on your computer or a player that supports MP3 files.

- **WMA disc** to create a CD using WMA files. You can play the CD on your computer or a player that supports WMA files.
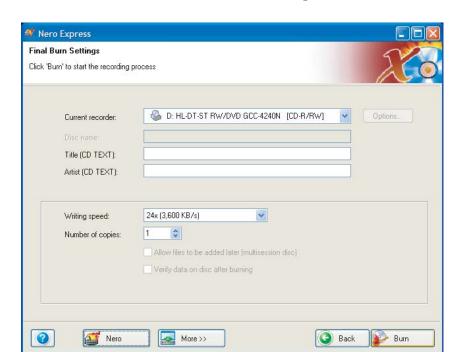
The screen you use to add files opens.

5 Click **Add**. The *Select Files and Folders* dialog box opens.

6 Browse to the folder that contains the files you want to add. You can click the arrow to open the **Location** list, then click a drive or folder, or you can click folders in the **Name** list. Press and hold the CTRL key to select multiple files.

7 Click **Add**. You can continue to select files and click **Add**.

8 After you select all your files, click **Finished**.

9 Click **Next**. The *Final Burn Settings* screen opens.

10 Click the arrow to open the **Current recorder** list, then click your recordable drive.

11 Click **Burn**. The *Burning Process* screen opens and Nero Express burns the files to the CD.

12 When a message tells you that the recording is complete, click **OK**.

13 Click **Next** to return the main Nero Express screen.

14 Click **Exit**.

Advanced features

In addition to Nero Express, you can use:

■ **Nero BackItUp** to create a backup of files on your hard drive, then use BackItUp to restore the files you backed up in case of a hard drive failure, virus, or other problem.

■ **Nero CD-DVD Speed** to test your CD and DVD drives for transfer rates, load and eject times, seek and access times, and more.

■ **Nero Cover Designer** to create labels for your CDs and DVDs, covers for your CD and DVD cases, booklets to include with your CDs and DVDs, and more.

■ **Nero DriveSpeed** to control CD or DVD drive read speed and spin down time.

■ **Nero InfoTool** to find out about your drive capabilities and your computer configuration.

To use these programs, click **Start**, **All Programs**, **Burn a CD or Data DVD**, **Nero Programs**, then click the program you want.

For more information, see the online help in the programs and the online user's guides. To access the user's guides, click **Start**, **All Programs**, **Burn a CD or Data DVD**, **User's Guides**, then click the guide you want.

Using PhoneTools 7

PhoneTools lets you make and receive telephone calls, use your computer as an answering machine, and send and receive faxes using the modem. Read this chapter to learn how to:

- Make telephone calls
- Set up quick dial memory keys
- Set up a telephone book
- Use voice mail
- Record an answering machine message
- Set up your fax cover page
- Send and receive a fax

If your modem has voice capabilities, use the procedures outlined in this section to make and receive telephone calls. If your modem does not have voice capabilities, skip this section and go to "Sending and receiving faxes" on page 141.
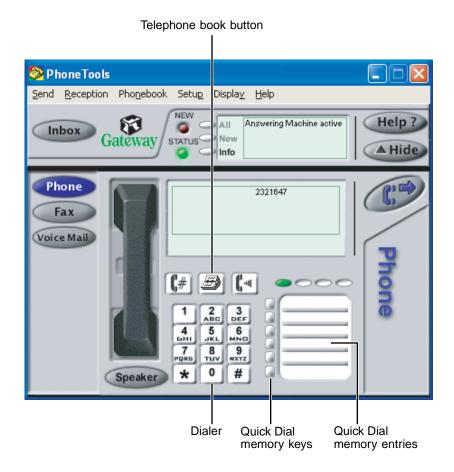
Using telephone features

If your modem has voice capabilities, PhoneTools lets you make and receive telephone calls, use your computer as an answering machine, and send and receive faxes. When PhoneTools is opened with the Phone controls visible, you see this window:

Telephone book button

Dialer   Quick Dial memory keys   Quick Dial memory entries

From the Phone controls, you can:

■ Make telephone calls

■ Set up and use Quick Dial memory keys

■ Set up and use telephone book entries

Making a telephone call

Important	Your modem cable must be installed before you can make telephone calls. You cannot use your standard telephone modem to connect to the Internet while making a telephone call.

▶ To make a telephone call:

1 If PhoneTools is not open, click **Start**, **All Programs**, **PhoneTools**, then click **PhoneTools**. If the Phone controls are not visible, click **Phone**.

2 Click the number keys in the PhoneTools dialer for the telephone number that you want to dial.

- OR -

Type the telephone number using the keyboard.

3 Make the call on the speakerphone by clicking **Speaker**. You must have external speakers and a microphone connected to your computer.

- OR -

Make the call on the telephone handset by picking up the handset, then clicking on the handset on the screen. You must have a telephone connected to your computer.

Important	If you attach a microphone and the person you call cannot hear you, your microphone may be muted. For information about unmuting your microphone, see "Adjusting the volume" on page 90.

4 To end the call, click 📞 (hangup).
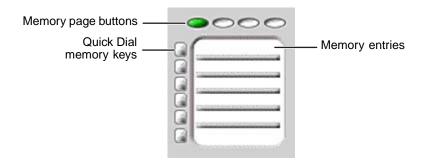
Important	PhoneTools may be set up to re-dial a telephone number if the line was busy. To prevent PhoneTools from re-dialing your call, click **Setup**, then click **General Setup**. Click the **Communication** tab, then set the number of transmission attempts to **none**.

Using Quick Dial memory keys

You can assign frequently called numbers to Quick Dial memory keys.

Memory page buttons ————

Quick Dial
memory keys ————

———— Memory entries

▶ To set up a Quick Dial memory key:

1 If PhoneTools is not open, click **Start**, **All Programs**, **PhoneTools**, then click **PhoneTools**.

2 If the Phone controls are not visible, click **Phone**.

3 Click an empty memory entry. The *Add Quick Dial* window opens. If all the memory entries on the current page are in use, click a memory page button to see more entries.

4 In the **Identifier** box, type the name you want to see in the Quick Dial memory entries list.

5 In the **Name** box, type the name of the person associated with this memory entry.

6 In the **Number** box, type the telephone number associated with this memory entry, then click **OK**. The entry you created appears in the Quick Dial memory entries list.

To make a call using a Quick Dial memory key entry:

1 If PhoneTools is not open, click **Start**, **All Programs**, **PhoneTools**, then click **PhoneTools**.

2 If the Phone controls are not visible, click **Phone**.

3 Click the memory key next to the memory entry that you want to call.

4 Make the call on the speakerphone by clicking **Speaker**. You must have external speakers and a microphone connected to your computer.
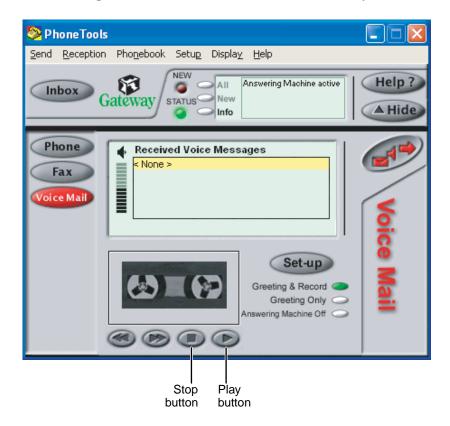
- OR -

Make the call on the telephone handset by picking up the handset, then clicking on the handset on the screen. You must have a telephone connected to your computer.

5 To end the call, click ▤ (hangup).

To remove a Quick Dial memory key entry:

1 If PhoneTools is not open, click **Start**, **All Programs**, **PhoneTools**, then click **PhoneTools**.

2 If the Phone controls are not visible, click **Phone**.

3 Right-click the memory entry that you want to remove, then click **Delete**.

4 Click **OK**.

Using telephone book entries

PhoneTools comes with a telephone book you can use to store information about the people or companies you call regularly.

▶ **To create a telephone book entry:**

1 If PhoneTools is not open, click **Start**, **All Programs**, **PhoneTools**, then click **PhoneTools**.

2 If the Phone controls are not visible, click **Phone**.

3 Click 📇 (telephone book). The *Select correspondents* dialog box opens.

4 Click **New**. The *New Correspondent* dialog box opens.

5 Type the contact's name in the yellow entry fields.

6 Click the **Business** or **Home** tab.

7 Type the contact's telephone number and mailing information.

8 Click **OK**.

9 Click **X** in the top-right corner to close the *Select correspondents* dialog box.

▶ **To call a telephone book entry:**

1 If PhoneTools is not open, click **Start**, **All Programs**, **PhoneTools**, then click **PhoneTools**.

2 If the Phone controls are not visible, click **Phone**.

3 Click 📇 (telephone book).

4 Double-click the entry that you want to call. If you have more than one telephone number associated with the entry, double-click the number you want to dial.

5 Click **OK**.

6 Make the call on the speakerphone by clicking **Speaker**. You must have external speakers and a microphone connected to your computer.

- OR -

Make the call on the telephone handset by picking up the handset, then clicking on the handset on the screen. You must have a telephone connected to your computer.

7 To end the call, click (hangup).

Using voice mail

PhoneTools lets you use your computer as an answering machine. To activate the answering machine, open PhoneTools and leave your computer on. When PhoneTools is opened with the Voice Mail controls visible, you see this window:

Stop button Play button

 To listen to a voice mail message:

1 If PhoneTools is not open, click **Start**, **All Programs**, **PhoneTools**, then click **PhoneTools**.

2 If the Voice Mail controls are not visible, click **Voice Mail**.

3 In the **Received Voice Messages** list, double-click the message that you want to hear. The message plays.

▶ To delete a voice mail message:

1 If PhoneTools is not open, click **Start**, **All Programs**, **PhoneTools**, then click **PhoneTools**.

2 If the Voice Mail controls are not visible, click **Voice Mail**.

3 In the **Received Voice Messages** list, right-click the message that you want to delete, then click **Delete**.

4 Click **OK**.

■

Recording a greeting
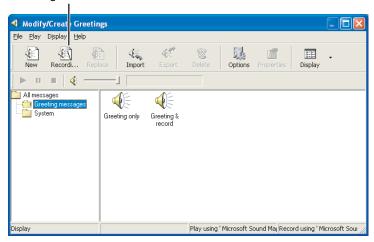
PhoneTools comes with two pre-recorded greetings: Greeting Only and Greeting & Record. If you do not want to use the pre-recorded greetings, you can record your own greeting.

▶ To record a greeting:

1 If PhoneTools is not open, click **Start**, **All Programs**, **PhoneTools**, then click **PhoneTools**.

2 If the Voice Mail controls are not visible, click **Voice Mail**.

3 Click **Set-up**.

4 Click **Modify/Create Greetings**. The *Modify/Create Greetings* window opens.

Recording Wizard button

**5** Click the Recording Wizard button.

6 Click **Next**.

7 Type a name for the greeting in the **Greeting message name** box, then click **Next**.

8 Click ● (start), then speak your greeting into the microphone.

9 Click ■ (stop) when you have completed your recording, then click **Next**.

10 To listen to your greeting, click ● (start).

11 Click **Next**.

12 Select how you will use the greeting. Options include:

- Greeting & Record—issues a greeting message, then records the caller's message

- Greeting Only—issues a greeting message, then hangs up

13 Click **Finish**.

Sending and receiving faxes

Tips & Tricks | If your modem has voice capabilities, see "Using PhoneTools" on page 131 to learn how to make and receive telephone calls.

PhoneTools lets you send and receive faxes using the modem.

Setting up your cover page
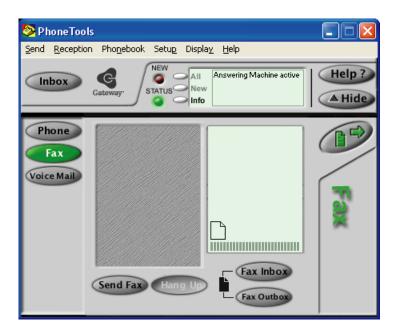
Before you send your first fax, you need to set up your user information. Your fax cover sheets and fax headers will contain this information, which is required by law.

Important | Your modem cable must be installed before you can send and receive faxes. You cannot use your standard telephone modem to connect to the Internet while sending and receiving faxes.

▶ **To set up your fax cover page:**

1 If PhoneTools is not open, click **Start**, **All Programs**, **PhoneTools**, then click **PhoneTools**.

2 If the Fax controls are not visible, click **Fax**.

3 Click **Setup**, then click **General Setup**. The *General Setup* dialog box opens.

4 Click the **Customize** tab, then type your personal information in the **User** boxes.

5 Click the **Fax** tab, then type your name and fax number in the **Fax identifier** text box. This identifier information is required by law. You can type up to 20 characters in the text box. We suggest using eight characters for your identifier name, followed by 12 characters for your telephone number.

Important   Some fax machines cannot use special characters such as hyphens. We suggest using spaces instead of hyphens in telephone and fax numbers.

6 Click **OK**.

7 If you want to change the logo that appears on the cover page, click **Setup**, then click **Logo Management**. The *Logo Management* dialog box opens.

Import button   Clear button

8 If you do not want the PhoneTools logo on your cover page, click the clear button.

- OR -
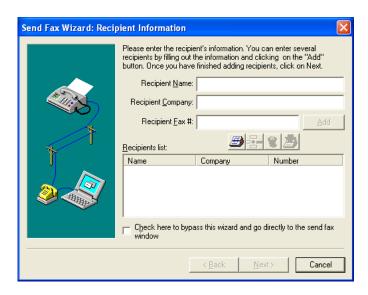
If you want to replace the PhoneTools logo with one of your own, click the import button then select a picture for the logo. The picture must be saved in a supported format (.BMP, .DGR, .GIF, .JPG, .PCX, .T31, or .TIF) and be small enough to fit in the logo box.

9 Click **OK**.
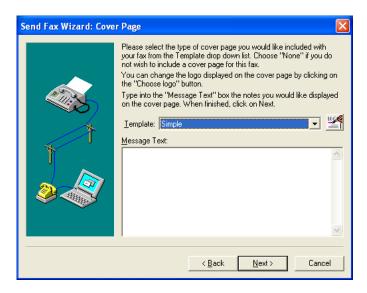
Sending a fax

▶ **To send a fax:**

1 If PhoneTools is not open, click **Start**, **All Programs**, **PhoneTools**, then click **PhoneTools**.

2 If the Fax controls are not visible, click **Fax**.

3 Click **Send Fax**. The Send Fax Wizard opens.

4 Type the recipient's name, company (if applicable), and fax number, then click **Next**.

5 Type the message text in the **Message Text** area.

6 Click the arrow button to open the **Template** list, then click the template cover page that you want. If you typed a message in the Message Text area, you must select a cover page.

7 Click **Next**.

8 If you want to attach a file, make sure that the file is not open, then click (browse), click the file, then click **Open**.

9 Click **Next**, then click **Finish**. The *Confirm Transmissions* dialog box opens.

10 Click **Send**. PhoneTools dials the fax number and sends your fax.

Important	If for any reason you receive a failed transmission message, click **Send**, then click **Outbox**. Right-click the fax that was not sent to modify it.

Faxing from programs

▶ To fax a document directly from most programs:

1 In the program with the document open, click **File**, then click **Print**. The *Print* dialog box opens.

2 Click the arrow button to open the **Name** list, click the printer **CAPTURE FAX BVRP**, then click **OK**. The Send Fax Wizard opens.

3 Complete the wizard as instructed in "Sending a fax" on page 144.

Receiving and viewing a fax

▶ To receive and view a fax:

1 If PhoneTools is not open, click **Start**, **All Programs**, **PhoneTools**, then click **PhoneTools**.

2 If the Fax controls are not visible, click **Fax**. When PhoneTools is open, it detects incoming faxes and stores them in the In Box.

3 To view a fax, click **Fax Inbox**, then double-click the fax you want to view. The fax viewer opens, where you can view and print the fax.

Customizing Your Computer 8

This chapter provides information about customizing your computer by changing settings in Windows. Read this chapter to learn how to:

- Change screen and display settings
- Change the background and screen saver
- Adjust the mouse settings
- Program the multi-function buttons on the keyboard
- Add, change, and switch user accounts in Windows XP
- Adjust power management settings

Adjusting the screen and desktop settings

You can adjust the screen settings for brightness, contrast, and horizontal and vertical image position using the controls on the front of your monitor. For more information about these adjustments, see your monitor guide.

Adjusting the color depth and screen area are two of the most basic display settings you may need to change. You can also adjust settings such as the screen background and screen saver.

Adjusting the color depth

Color depth is the number of colors your screen displays. Various image types require various color depths for optimum appearance. For example, simple color drawings may appear adequately in 256 colors while color photographs need millions of colors to be displayed with optimum quality.
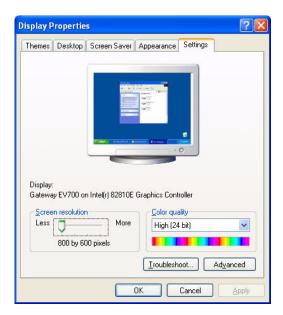
Windows lets you choose from several color depth settings. We recommend that you use the 32-bit True Color setting at all times.

If the color in your images seems "false" or "jumpy," especially after you have played a game or run a video-intensive program, check the color depth setting and return it to 32-bit True Color, if necessary.

To change the color depth:

1 In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.

2 Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.

3 Click the **Settings** tab.

4 Click the arrow button to open the **Color quality** list, then click the color depth you want.

5 To save your changes in Windows XP, click **OK**, then click **Yes**.

Help and Support	For more information about adjusting display settings in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **changing display settings** in the HelpSpot **Search** box Search ⬚ , then click the arrow.
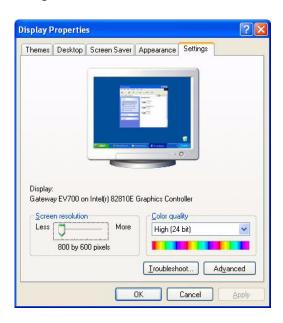
Adjusting the screen resolution

You can increase the screen resolution to fit more icons on your desktop, or you can decrease the resolution to make reading the display easier. The higher the resolution, the smaller individual components of the screen (such as icons and menu bars) appear.

▶ **To adjust the screen resolution:**

1 In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.

2 Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.

3 Click the **Settings** tab.

4 Drag the **Screen resolution** slider to the size you prefer.

5 To save your changes in Windows XP, click **OK**, then click **Yes**.

Help and Support	For more information about adjusting screen resolution in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **changing screen resolution** in the HelpSpot **Search** box Search [_____] ➡ , then click the arrow.
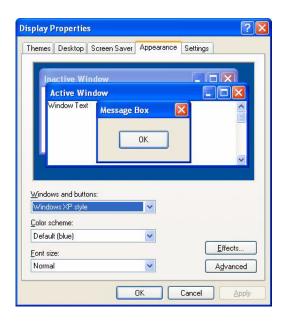
Changing the colors on your Windows desktop

You can change the colors of Windows desktop items, such as the background color and dialog box title bars.

▶ **To change desktop colors:**

1 In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.

2 Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.

3 Click the **Appearance** tab.

4 Click the arrow button to open the **Color scheme** list, click the color scheme you want, then click **OK**. The new colors appear on your desktop.

- OR -

If you want to create a new color scheme as part of a desktop theme:

a Click **Advanced**. The *Advanced Appearance* dialog box opens.

b Click the arrow button to open the **Item** list, then click the item you want to change.

c Change the color or font settings for the item.

d Click **OK**, then click the **Themes** tab.

e Click **Save As**, type a name for the new theme, then click **OK** twice. The new colors appear on your desktop.

Changing the desktop background

In Windows XP, you can change the Windows desktop background picture. Windows provides several backgrounds, or you can use pictures that you have created or retrieved from other sources.

▶ **To change the desktop background:**

1 In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.

2 Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.

3 Click the **Desktop** tab.

4 Click a background picture in the **Background** list.

- OR -

Click **Browse** to select a background picture from another location.

5 If you want the picture you chose to cover the entire screen, click the arrow button to open the **Position** list, then click **Stretch** or **Tile**.

6 If the picture you chose does not cover the entire screen and you did not choose to stretch or tile the image in Step 5, you can change the solid color behind the picture by clicking the arrow button to open the **Color** list, then clicking a color.

7 Click **OK**.

Help and Support	For more information about changing the desktop background in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **changing desktop background** in the HelpSpot **Search** box Search [ ]→ , then click the arrow.

Selecting a screen saver

An image may get *burned in* on your monitor screen if you leave your computer on for long periods of time without using it. You should use a screen saver which constantly changes its image to avoid this damage. Flat panel displays cannot be damaged with image burn-in.

You can also use a screen saver to keep others from viewing your screen while you are away from your computer. Windows supplies a variety of screen savers that you can choose from, and many more are available from the Internet and as commercial products.

▶ **To select a screen saver:**

1 In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.

2 Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.

3 Click the **Screen Saver** tab.

4 Click the arrow button to open the **Screen Saver** list, then click the screen saver you want. Windows previews the screen saver.

5 If you want to customize the screen saver, click **Settings**, then make your changes. If the Settings button is not available, you cannot customize the screen saver you selected.

6 In Windows XP, if you want to display the Welcome (Login) screen whenever you exit the screen saver, click the **On resume, display Welcome screen** check box.

7 If you want to change the time before the screen saver is activated, click the up or down arrows next to the **Wait** box.

8 Click **OK**.

Help and Support	For more information about selecting a screen saver in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **screen savers** in the HelpSpot **Search** box Search [ ] ➔ , then click the arrow.

Changing the mouse settings

You can adjust the double-click speed, pointer speed, left-hand or right-hand configuration, and other mouse settings.

▶ **To change your mouse settings:**

1 In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.

2 Click/Double-click the **Mouse** icon. The *Mouse Properties* dialog box opens.

3 Click one of the tabs to change your mouse settings.

4 Click **OK** to save changes.

Adding and modifying user accounts

In Windows XP, you can create and customize a user account for each person who uses your computer. You can also *switch* (change) user accounts without turning off your computer.

User account tips

- If you want to create an account for someone, but you do not want that user to have full access to your computer, be sure to make that account *limited*. Remember that limited accounts may not be able to install some older programs.

- If a program or peripheral device is installed in one account, it may not be available in other accounts. If this happens, install the program or device in the accounts that need it.

- Files created in one account are not accessible from other accounts unless the files are stored in the *Shared Documents* folder. The Shared Documents folder is accessible from all accounts on that computer and from other computers on the network.

To add, delete, or modify user accounts:

1 In Windows XP, click **Start**, then click **Control Panel**.

2 Click/Double-click the **User Accounts** icon. The *User Accounts* window opens.

3 Follow the on-screen instructions to add, delete, or modify a user account.

Help and Support	For more information about user accounts in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **user accounts** in the HelpSpot **Search** box Search [ ] , then click the arrow.

▶ To switch user accounts:

1 In Windows XP, click **Start**, then click **Log Off**. The *Log Off Windows* dialog box opens.

2 Click **Switch User**. The Windows *Welcome* screen opens.

3 Click the user account that you want to use. When you switch between user accounts, any programs that were running for the previous user continue to run.

Power management

Computer equipment can account for a significant portion of energy use in the home and office environment. You may not want to shut down your computer each time you leave it, especially if you plan to be away for only a short time. Windows lets you use the following modes to conserve energy when the system is not in use:

- *Standby* – while your computer is in Standby mode, it switches to a low power state where devices, such as the monitor and drives, turn off and the entire system uses less power.

  Always save your work before using Standby mode. In Standby mode, your computer reduces or turns off the power to most devices except memory. However, the information in the memory is not saved to the hard drive. If power is interrupted, the information is lost.

- *Hibernate* – (also called *save to disk*) writes all current memory (RAM) information to the hard drive, then turns your computer completely off. The next time you turn on your computer, it reads the memory information from the hard drive and opens the programs and documents that were open when you activated Hibernate mode. For more information, see "Activating and using Hibernate mode" on page 164.

Using power saving modes

If your computer is…	…and you want to…	…then
On	Enter Standby mode	In Windows XP, click **Start**, **Turn off computer**, then click **Standby**.
On	Enter Hibernate mode (must be activated)	In Windows XP, click **Start**, then click **Turn Off Computer**. Press and hold SHIFT, then click **Hibernate**.
In Standby mode	Exit Standby mode	Move the mouse or press a key on your keyboard.
In Hibernate mode	Exit Hibernate mode	Press the power button.

Changing power settings
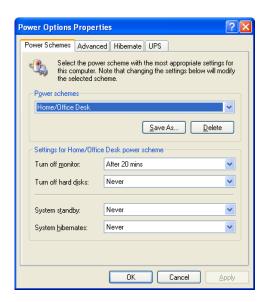
You can change power management settings, such as the power button function and power-saving timers, by changing power settings in Windows. You can also adjust power schemes and adjust advanced power settings.

Power schemes (groups of power settings) let you change power saving options such as when the monitor or hard drive is automatically turned off. You can select one of the defined power schemes or create a custom power scheme.

Advanced power settings let you assign different power saving modes to the power button.

Changing the power scheme

▶ **To change the power scheme:**

1 In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.

2 Click/Double-click the **Power Options** icon. The *Power Options Properties* dialog box opens.

3 Click the arrow button to open the **Power Schemes** list, then click the power scheme you want.

- OR -

Click an arrow button to open the **System standby**, **Turn off monitor**, or **Turn off hard disks** list, then click the time you want. To save your custom power scheme, click **Save As** and type a name for the scheme.

4 Click **OK**.

Help and Support	For more information about changing the power scheme in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **power scheme** in the HelpSpot **Search** box Search [ ] , then click the arrow.

Changing advanced power settings

▶ **To change advanced power management settings:**

1 In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.

2 Click/Double-click the **Power Options** icon. The *Power Options Properties* dialog box opens.

3 Click the **Advanced** tab.

4 Click the arrow button to open a **Power buttons** list, then click the power setting mode you want to use.

5 Click **OK**.

Help and Support	For more information about changing the power management settings in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **power management** in the HelpSpot **Search** box Search [ ] ➔, then click the arrow.
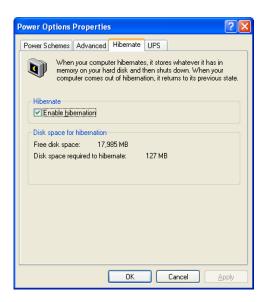
Activating and using Hibernate mode

▶ **To activate Hibernate mode:**

1 In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.

2 Click/Double-click the **Power Options** icon. The *Power Options Properties* dialog box opens.

3 Click the **Hibernate** tab.

4 Click the **Enable hibernation** check box, then click **Apply**. Hibernate mode is now an option you can select in the Power Schemes and Advanced tabs and in the *Turn Off Computer* or *Shut Down Windows* dialog box.

5 Click **OK**.

▶ To use Hibernate mode:

■ As an automatic power savings mode:

Open the *Power Options Properties* dialog box, then click the **Power Schemes** tab. Click the arrow button to open a **System hibernates** list, then click the time you want to use.

-OR-

Open the *Power Options Properties* dialog box, then click the **Advanced** tab. Hibernate is now an option in the **Power buttons** lists.

■ As a manually-selected power savings mode:

In Windows XP, click **Start**, then click **Turn Off Computer**. Press and hold SHIFT, then click **Hibernate**.

Help and Support	For more information about using Hibernate mode in Windows XP, click **Start**, then click **Help and Support**. Type the keyword **hibernate** in the HelpSpot **Search** box Search [ ] ➡ , then click the arrow.

Setting up an uninterruptible power supply

▶ To install an uninterruptible power supply (UPS):

1 In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.

2 Click/Double-click the **Power Options** icon. The *Power Options Properties* dialog box opens.

3 Click the **UPS** tab.

4 Click **Select**. The *UPS Selection* dialog box opens.

5 Click the manufacturer and model of the UPS device.

6 Click the serial port where the UPS device is attached.

7 Click **Finish**, then click **OK**.

Help and Support	For more information about setting up an uninterruptable power supply in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **uninterruptable power supply** in the HelpSpot **Search** box Search, then click the arrow.

Networking Your Computer **9**

Connecting your home, small office, or home office computers lets you share drives, printers, and a single Internet connection among the connected computers.

Read this chapter to learn about:

- Benefits of using a network in your home, small office, or home office
- Types of network connections
- Purchasing additional network equipment

Benefits of networking

A network lets you:

■ Share a single Internet connection

■ Share computer drives

■ Share peripheral devices

■ Stream audio and video files

■ Play multi-player games

Sharing a single Internet connection

Each computer that is connected to the network can share the same broadband connection or modem and telephone line and access the Internet at the same time. This saves on the cost of installing another telephone line for your second computer and paying for a second Internet service provider (ISP) account.

Help and Support	For more information about sharing an Internet connection in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **internet sharing** in the HelpSpot **Search** box Search ⬜ , then click the arrow.

Sharing drives

With a network, you can copy files from computer to computer by copying and pasting or dragging and dropping. You will no longer waste your time transferring files by using diskettes. In addition, you can *map* a drive on a networked computer to another computer, and access the files as if they were located on the hard drive of the computer you are using.

Help and Support	For more information about sharing network drives in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **sharing network drives** in the HelpSpot **Search** box Search ⬜ , then click the arrow.

Sharing peripheral devices

Each computer that is connected to the network can share the same peripheral devices, such as a printer. Select print from the computer you are currently using and your file is automatically printed on your printer no matter where it is located on your network.

Help and Support

For more information about sharing network devices in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **sharing** in the HelpSpot **Search** box Search [_____] , then click the arrow.

Streaming audio and video files

With a network, you can store audio files (such as the popular .MP3 files) and video files on any networked computer, then play them on any of the other computers or devices connected to your network. This process is called *streaming*.

Help and Support

For more information about streaming files in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **streaming** in the HelpSpot **Search** box Search [_____] , then click the arrow.

Playing multi-player games

With a home network, you can play multi-player games. Load a game like *Microsoft Midtown Madness 2* on your computers, and in minutes, you and your friends can race in competing cars through the streets of San Francisco.

Help and Support

For more information about playing multi-player games in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **games** or **network games** in the HelpSpot **Search** box Search [_____] , then click the arrow.

Selecting a network connection

The biggest decision you need to make when creating your network is what type of connection you will use. Gateway supports both wired and wireless Ethernet networks. Use the following criteria as a guide when selecting a network connection.

Wired Ethernet network

Create a wired Ethernet network if:

- You are building a new home or your existing home already has Ethernet cable installed in each room that has a device you want to connect

- You are creating a network in an office or business where network speed is more important than moving about with your computer

- Your computer has an Ethernet jack for connecting to the network

Wireless Ethernet network

Create a wireless Ethernet (IEEE 802.11a or IEEE 802.11b) network if:

- You are looking for an alternative to installing cable for connectivity

- The ability to move about with your computer is as important as network speed

- Your computer has wireless Ethernet for networking

Help and Support	For more information about selecting network connections in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **networks** or **network types** in the HelpSpot **Search** box Search [ ] ⮞, then click the arrow.

Using a wired Ethernet network

A wired Ethernet network consists of two or more computers connected together through an Ethernet cable. This connection type is commonly used in offices around the world and can be used to build computer networks in the home.

Ethernet, Fast Ethernet, or Gigabit Ethernet

Ethernet is available at three different speeds. Standard Ethernet runs at 10 Mbps, Fast Ethernet runs at 100 Mbps, and Gigabit Ethernet runs at 1000 Mbps. Most home networks are built using Standard or Fast Ethernet components. Business networks are typically built using Fast or Gigabit Ethernet components.

To create a wired Ethernet network, you or your electrician must:

■ Install special Ethernet cables in your home or office

Important	Check local code requirements before installing Ethernet cable or other wiring in your home or office. Your municipality may require you to obtain a permit and hire a licensed installer.

■ Install an Ethernet card in each of your desktop computers (if your computers do not already have built-in Ethernet jacks)

■ Install an Ethernet PC Card in each of your notebooks (if your notebooks do not already have built-in Ethernet jacks)

■ Install an Ethernet *router, switch,* or *hub*

Tips & Tricks	If you are connecting just two computers, you can eliminate the router, switch, or hub and use a special *crossover* cable.

Example wired Ethernet network

The following is an example of a wired Ethernet network. The network is made up of a router, a cable or DSL modem, your computers, and cables connecting each of these components. The router is the central control point for the network. Attached to the router are all of your computers or Ethernet-ready devices. Also connected to the router is a cable or DSL modem that provides access to the Internet.

Cable/DSL modem

Router, switch, or hub

Tips & Tricks	To add the ability to access a wireless Ethernet network to your wired Ethernet network, connect an access point to the router, switch, or hub. For more information about accessing a wireless Ethernet, see "Using a wireless Ethernet network" on page 174.

Equipment you need for a wired Ethernet network

For a wired Ethernet network you need:

- An Ethernet jack on each desktop computer and notebook.

  - OR -

  An Ethernet card installed in each desktop computer.

  - OR -

  An Ethernet PC Card installed in each notebook.

- An Ethernet router. Select a router that gives you the following features:

  - A jack for connecting to a cable or DSL modem.

  - The ability to assign IP addresses to your networked computers dynamically. This prevents intruders from seeing the computers over the Internet.

  - A built-in *firewall* to protect the computers on your network from intruders trying to access your data over the Internet.

  - Built-in switching (with enough ports for all computers and devices on the network) so you will not have to purchase a hub or switch.

- If you did not purchase a router that includes built-in switching or if the router does not have enough ports to attach all your computers, an Ethernet hub or switch with enough ports for all computers and devices in the network.

- Ethernet cable going from each computer to the router, hub, or switch.

Important	For best results, all Ethernet components should be either standard Ethernet (10 Mbps), Fast Ethernet (100 Mbps or 10/100), or Gigabit Ethernet (1000 Mbps or 10/100/1000). A mixture of components rated at different speeds will result in your network running at the speed of the slowest rated component.

Using a wireless Ethernet network

A wireless Ethernet network is ideal for creating a home or office network or adding mobility to an existing wired Ethernet.

Wireless Ethernet is available at two different speeds. 802.11a wireless Ethernet runs at speeds up to 54 Mbps, or about half the speed of Fast Ethernet. 802.11b wireless Ethernet runs at speeds up to 11 Mbps, or approximately the same speed as standard wired Ethernet. This type of network allows you the freedom to move about your home or office with your notebook. For example, you can take your notebook from your home office to your patio without having an Ethernet jack available.

| **Important** | The speed of a wireless network is related to signal strength. Signal strength is affected by the distance between your wireless network devices, by radio interference, and by interference from natural obstructions such as walls, floors, and doors. |
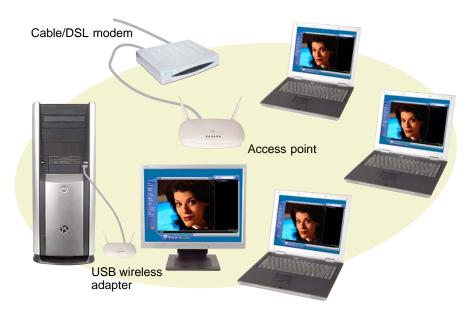
The two most common types of wireless Ethernet networks are access point and peer-to-peer.

Example access point wireless Ethernet network

By using an *access point*, you can join a wireless Ethernet network and access a wired Ethernet network. An access point also lets you access the Internet.

The following is an example of an access point wireless Ethernet network. The network is made up of an access point, a cable or DSL modem, and your computers. The access point is the central control point for the network. Attached to the access point is the cable or DSL modem that provides access to the Internet. Each of the computers or Ethernet-ready devices communicate with the access point using radio waves. If your computer does not have built-in wireless Ethernet capabilities, you need to add a wireless PCI card (desktop), PC card (notebook), or USB adapter.

Cable/DSL modem

Access point

USB wireless adapter

Tips & Tricks

If you want to access a wireless Ethernet network from your wired Ethernet network, connect an access point to the router, switch, or hub. For more information about accessing a wired Ethernet, see "Using a wired Ethernet network" on page 171.

Equipment you need for an access point wireless Ethernet network

For an access point wireless Ethernet network you need:

■ A wireless Ethernet PCI card installed in each desktop computer

- OR -

A wireless Ethernet USB adapter attached to each desktop computer

- OR -

A notebook with wireless Ethernet built-in

- OR -

A wireless Ethernet PC Card installed in each notebook that does not have wireless Ethernet built-in

■ A wireless Ethernet access point to connect your wireless Ethernet network to the Internet or a wired Ethernet network
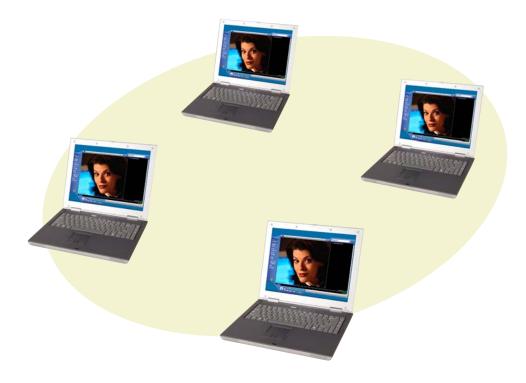
Important	IEEE 802.11a and IEEE 802.11b use different radio frequencies. All wireless Ethernet components should use the same frequency. A combination of IEEE 802.11a and IEEE 802.11b components will not work. Some wireless devices can broadcast and receive signals on both frequencies.

Example peer-to-peer wireless Ethernet network

Use a peer-to-peer (also known as ad hoc) wireless Ethernet network if you are setting up or joining a temporary computer-to-computer network. This type of network does not include access into a wired network or the Internet. You can create this type of network to quickly move files from one computer to another.

Equipment you need for a peer-to-peer wireless Ethernet network

For a peer-to-peer wireless Ethernet network you need:

- A wireless Ethernet PCI card installed in each desktop computer

  - OR -

  A wireless Ethernet USB adapter attached to each desktop computer

  - OR -

  A notebook with wireless Ethernet built-in

  - OR -

  A wireless Ethernet PC Card installed in each notebook that does not have wireless Ethernet built-in

For more information

For more information about purchasing equipment for your home or office Ethernet network, discuss your particular needs with your Gateway store representative. In addition, several books and Internet sites are dedicated to networking. See these sources for more information about networking your home or office with wired or wireless Ethernet.

Help and Support	For more information about networking in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **networking** in the HelpSpot **Search** box Search [ ] , then click the arrow.

Moving from Your Old Computer

10

If your new computer is replacing an old computer, you may have personal data files, Internet settings, a printer or other peripheral devices, and other unique computer settings that you want to move from your old computer to your new one. Read this chapter to learn about:

- Using the Windows XP Files and Settings Transfer Wizard

- Transferring Files

- Transferring Internet Settings

- Installing your old printer or scanner

- Installing your old programs

Using the Windows XP Files and Settings Transfer Wizard

If your new computer is running Windows XP, you can move your data files and personal settings, such as display, Internet, and e-mail settings, from your old computer to your new one by using the Files and Settings Transfer Wizard. The wizard also moves specific files or entire folders, such as My Documents, My Pictures, and Favorites.

To open the Files and Settings Transfer Wizard:

■ Click **Start**, **All Programs**, **Accessories**, **System Tools**, then click **Files and Settings Transfer Wizard**.

Help and Support	For more information about using the Files and Settings Transfer Wizard in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **using transfer wizard** in the HelpSpot **Search** box Search [ ] , then click the arrow.

Transferring files

You can manually transfer your personal data files by copying them to removable media, such as a diskette, writable CD or DVD, or Zip disk, or by using a home network. For more information, see "Creating CDs and DVDs" on page 115.

Finding your files

Many programs automatically save your personal data files in the My Documents folder. Look in your old computer's My Documents folder for personal data files. Use Windows Find or Search to locate other personal data files. For more information, see "To find files using Find or Search:" on page 182.

To find files in the My Documents folder:

1 In Windows XP, click **Start**, then click **My Documents**. The *My Documents* window opens and displays many of your saved personal data files. Go to Step 4.

2 Double-click the **C:** drive icon.

3 Double-click the **My Documents** folder. The *My Documents* window opens and displays many of your saved personal data files.

4 Copy your personal data files to removable media or to another computer on your network.

You can often identify different data file types by looking at the file's *extension* (the part of the file name following the last period). For example, a document file might have a .DOC extension and a spreadsheet file might have an .XLS extension.

File type	File usually ends in…
Documents	.DOC, .TXT, .RTF, .HTM, .HTML, .DOT
Spreadsheets	.XLS, .XLT, .TXT
Pictures	.JPG, .BMP, .GIF, .PDF, .PCT, .TIF, .PNG, .EPS
Movies	.MPEG, .MPG, .AVI, .GIF, .MOV
Sound and Music	.WAV, .CDA, .MP3, .MID, .MIDI, .WMA

▶ To find files using Find or Search:

1 In Windows XP, click **Start**, then click **Search**. The *Search Results* window opens.

- OR -

In Windows 98, Windows Me, or Windows 2000, click **Start**, **Find** or **Search**, then click **For Files or Folders**. The *Search Results* window opens.

2 Use Windows Find or Search to locate data files by file name or file type. For help on finding files, click **Help**, then click **Help and Support Center** or **Help Topics.** For more information, see "Searching for files" on page 70.

Help and Support	For more information about finding files in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **searching for files** in the HelpSpot **Search** box Search ⬜ ➡ , click the arrow, then click the **Full-text Search Matches** button.

Transferring Internet settings

You can use different methods to transfer your Internet account from your old computer to your new one.

Setting up your ISP

■ If your current Internet service provider (ISP) software came preinstalled on your new computer, run that setup program. If it asks to set up a new account or an existing one, choose to set up an existing account.

■ If your current ISP software is not preinstalled on your new computer, locate the original Internet setup program provided by your local ISP, or contact your ISP to see if they have an updated version of their software, and install it on your new computer.

■ If you use MSN as your ISP, or if you know your ISP settings, use the Windows Internet Connection Wizard.

To use the Internet Connection Wizard:

1 Click **Start**, **All Programs**, **Accessories**, **Communications**, then click **New Connection Wizard**. The New Connection wizard opens.

2 Configure your Internet settings by following the on-screen instructions.

Help and Support	For more information about setting up an Internet connection in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **Internet connection** in the HelpSpot **Search** box Search [ ] , then click the arrow.

Transferring your e-mail and address book

See your old e-mail program's online help for information on *exporting* and *importing* e-mail messages and the address book. You can often export all of your old e-mail messages or address book to a diskette, then import them from the diskette into your new computer's e-mail program. You may also want to consider printing the old information or using your old computer to send the e-mail messages to yourself, then using your new computer to retrieve the e-mail messages.

Transferring your Internet shortcuts

You can export and import your old Netscape Navigator bookmarks or Microsoft Internet Explorer favorites. For more information, see your Internet browser program's online help.

Installing your old printer or scanner

Windows may have built-in support for older printers, scanners, or other peripheral devices. This means you do not need any additional software. Newer devices, however, usually require your original software installation CDs or diskettes.

If you have trouble after you install the software for your old devices, you can use System Restore to restore your computer's previous settings.

Help and Support	For information about restoring your computer's previous settings in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **System Restore** in the HelpSpot **Search** box Search [ ]→ , then click the arrow.

Installing a USB printer or scanner

USB devices may have special installation instructions. See your USB device's installation guide.

Installing a parallel port printer

You can usually install parallel port printers by following these steps.

▶ **To install your old printer in Windows XP:**

1 Shut down and turn off your computer.

2 Connect your parallel port printer.

3 Turn on your printer, then turn on your computer.

4 If Windows detects your printer, install your printer by following the on-screen instructions. You are finished.

- OR -

If Windows does not detect the printer, go to the next step.

5 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.

6 Click/Double-click the **Printers and Faxes** or **Printers** icon, then click **Add a printer** or **Add Printer**. The Add Printer wizard opens.

7 Install your printer by following the on-screen instructions.

Help and Support	For more information about installing a printer in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **installing a printer** in the HelpSpot **Search** box Search [ ] , then click the arrow.

See your peripheral device's user guide for installation information and tips. Because most installation software is periodically updated, you should also check the manufacturer's Web site for software updates.

Installing your old programs

You probably use some programs that did not come installed on your new computer, such as personal finance software, graphics programs, or games.

Spend some time going through your old computer's Start and Programs menus, making note of any programs you want to install on your new computer. Locate your original program installation CDs and installation guides. Your original CDs and guides should contain any serial numbers or product ID keys that may be required for program installation and registration. Remember to check the publisher's Web site for important program updates.

Tips & Tricks | If your new computer comes with a newer version of a program, it is usually better to use the newer version than to reinstall the old one.

If you have trouble after installing your old programs, you can restore your computer's previous settings using System Restore.

Help and Support | For more information about restoring your computer's previous settings in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **System Restore** in the HelpSpot **Search** box Search ⬛ ➡ , then click the arrow.

Maintaining Your Computer 11

This chapter provides basic information about maintaining your computer hardware and software. Read this chapter to learn how to:

- Care for your computer
- Protect your computer from viruses
- Manage hard drive space
- Back up files
- Clean your computer

Caring for your computer

To extend the life of your system:

■ Be careful not to bump or drop your computer, and do not put any objects on top of it. The case, although strong, is not made to support extra weight.

■ When transporting your computer, we recommend that you put it in the original packaging materials.

■ Keep diskettes and your computer away from magnetic fields. Magnetic fields can erase data on both diskettes and hard drives.

■ Avoid subjecting your computer to extreme temperature changes. The case can become brittle and easy to break in cold temperatures and can melt or warp in high temperatures. Damage due to either extreme is not covered by your warranty. As a general rule, your computer is safest at temperatures that are comfortable for you.

■ Keep all liquids away from your computer. When spilled onto computer components, almost any liquid can result in extremely expensive repairs that are not covered under your warranty.

■ Avoid dusty or dirty work environments. Dust and dirt can clog the internal mechanisms.

Use the following table to set up a regular maintenance schedule.

Maintenance task	Immediately after purchase	Monthly	When needed	See…
Check for viruses		X	X	page 191
Manage hard drive space			X	page 194
Clean up hard drives	X		X	page 195
Scan hard drive for errors	X		X	page 196
Defragment hard drive	X		X	page 198
Back up files	X		X	page 200
Clean computer			X	page 202

Protecting your computer from viruses

A *virus* is a program that attaches itself to a file on a computer, then spreads from one computer to another. Viruses can damage data or cause your computer to malfunction. Some viruses go undetected for a period of time because they are activated on a certain date.

Protect your computer from a virus by:

■ Using the Norton® AntiVirus program to check files and programs that are on diskettes, attached to e-mail messages, or downloaded from the Internet.

■ Checking all programs for viruses before installing them.

■ Disabling macros on suspicious Microsoft Word and Excel files. These programs will warn you if a document that you are opening contains a macro that might have a virus.

■ Periodically updating the Norton AntiVirus program to protect against the latest viruses.

|	
Help and Support	For more information about protecting your computer against viruses in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **viruses** in the HelpSpot **Search** box Search [ ] , then click the arrow.
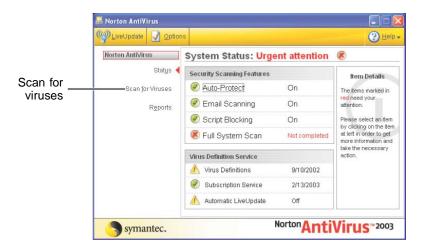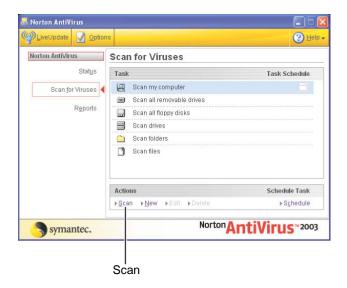
▶ To scan for viruses:

1 Click **Start**, **All Programs**, **Norton AntiVirus**, then click **Norton AntiVirus 2003**. Norton AntiVirus opens.

Scan for viruses

2 Click **Scan for Viruses**.

Scan

3 Click the type of scan you want to make in the Scan for Viruses area, then under Actions, click **Scan**.

▶ To remove a virus:

1 If Norton AntiVirus finds a virus, follow all on-screen instructions to remove the virus.

2 Turn off your computer and leave it off for at least 30 seconds.

3 Turn on your computer and rescan for the virus.

▶ To update Norton AntiVirus:

1 Make sure that you are connected to the Internet.

2 Click **Start**, **All Programs**, **Norton AntiVirus**, then click **LiveUpdate - Norton AntiVirus**. The LiveUpdate wizard opens.

3 Follow the on-screen instructions to update your Norton AntiVirus program with the latest virus protection files.

4 When the program has finished, click **Finish**.
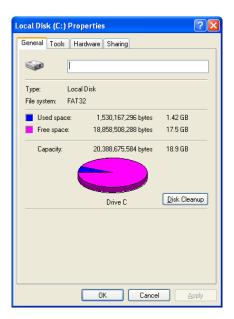
Managing hard drive space

Windows provides several utilities you can use to manage your hard drive.

Checking hard drive space

▶ **To check hard drive space:**

1 In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

2 Right-click the drive that you want to check for available file space, then click **Properties**. Drive space information appears.
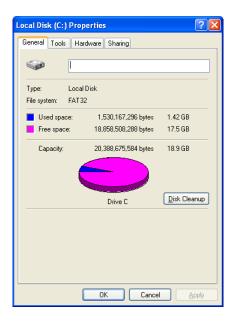
Using Disk Cleanup

Delete unnecessary files, such as temporary Windows files, to free hard drive space.

▶ To use the Windows Disk Cleanup program:

1 In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

2 Right-click the hard drive that you want to delete files from, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens at the General tab.

3 Click **Disk Cleanup**. The *Disk Cleanup* dialog box opens.

4 Make sure that the check box beside each file type you want to delete is selected. For more information about file types you can delete, read the descriptions in the *Disk Cleanup* dialog box.

5 Click **OK**, then click **Yes**.

Help and Support	For more information about keeping the hard drive space free of unnecessary files in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **disk cleanup** in the HelpSpot **Search** box Search [ ] , then click the arrow.

Checking the hard drive for errors

The Error-checking program examines the hard drive for physical flaws and file and folder problems. This program corrects file and folder problems and marks flawed areas on the hard drive so Windows does not use them.

If you use your computer several hours every day, you probably want to run Error-checking once a week. If you use your computer less frequently, once a month may be adequate. Also use Error-checking if you encounter hard drive problems.

▶ To check the hard drive for errors:

1 In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

2 Right-click the hard drive that you want to check for errors, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens.

3 Click the **Tools** tab.

4 Click **Check Now.**

5 Click the options you want to use, then click **Start**. For help, press **F1**. Windows checks the drive for errors. This process may take several minutes. After Windows has finished checking the drive for errors, it provides a summary of the problems that it found.

6 Correct any problems that are found by following the on-screen instructions.

7 Click **OK**.

Help and Support	For more information about checking the hard drive for errors in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **checking for disk errors** in the HelpSpot **Search** box Search [ ] , then click the arrow.

Defragmenting the hard drive

When working with files, sometimes Windows divides the file information into pieces and stores them in different places on the hard drive. This is called *fragmentation*, and it is normal. In order for your computer to use a file, Windows must search for the pieces of the file and put them back together. This process slows the hard drive performance.
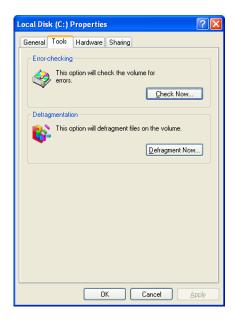
The Disk Defragmenter program organizes the data on the drive so each file is stored as one unit rather than as multiple pieces scattered across different areas of the drive. Defragmenting the information stored on the drive can improve hard drive performance.

While the Disk Defragmenter program is running, do not use your keyboard or mouse because using them may continuously stop and restart the defragmenting process. Also, if you are connected to a network, log off before starting Disk Defragmenter. Network communication may stop the defragmentation process and cause it to start over.

▶ To defragment the hard drive:

1 In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

2 Right-click the hard drive that you want to defragment, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens.

3 Click the **Tools** tab.

4 Click **Defragment Now.**

5 If Disk Defragmenter does not start automatically, click **Defragment** or **Start**.

Disk Defragmenter shows its progress on the computer display. When finished, Disk Defragmenter asks if you want to quit the program.

6 Click **Close** or **Yes**, then click the **X** in the top-right corner to close the *Disk Defragmenter* window.

Help and Support

For more information about defragmenting the hard drive in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **defragmenting** in the HelpSpot **Search** box, then click the arrow.

Backing up files

Backing up files and removing them from the hard drive frees space for new files on the hard drive. It also protects you from losing important information if the hard drive fails or you accidentally delete files.

You should back up your files regularly to a writable CD (if you have a recordable drive) or to diskettes. Use a backup device, such as a recordable drive or tape drive, to do a complete hard drive backup. For more information, see "Creating CDs and DVDs" on page 115. If you do not have a high-capacity backup device and you want to purchase one, you can contact Gateway's Add-on Sales department or visit the Accessories Store at accessories.gateway.com.

Help and Support

For more information about backing up files in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **saving files** in the HelpSpot **Search** box Search [   ], then click the arrow.
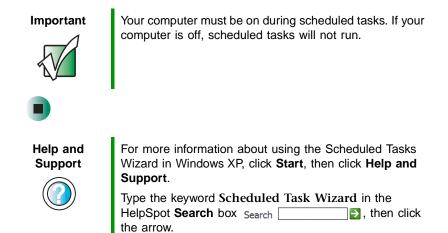
Using the Scheduled Task Wizard

The Scheduled Task Wizard lets you schedule maintenance tasks such as running Disk Defragmenter and Error-checking.

▶ To start the Scheduled Task Wizard:

1 Click **Start**, **All Programs**, **Accessories**, **System Tools**, then click **Scheduled Tasks**. The *Scheduled Tasks* window opens.

2 Double-click the **Add Scheduled Task** icon. The Scheduled Task Wizard opens.

3 Click **Next**, then click the task or program you want to schedule and follow the on-screen instructions to customize the task.

Important	Your computer must be on during scheduled tasks. If your computer is off, scheduled tasks will not run.

Help and Support	For more information about using the Scheduled Tasks Wizard in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **Scheduled Task Wizard** in the HelpSpot **Search** box Search ▭ ▶, then click the arrow.

Cleaning your computer

Keeping your computer clean and the vents free from dust helps keep your system performing at its best. You may want to gather these items and put together a computer cleaning kit:

- A soft, lint-free cloth
- Glass cleaner (not for use on LCD panels)
- An aerosol can of air that has a narrow, straw-like extension
- Isopropyl alcohol
- Cotton swabs
- A CD or DVD drive cleaning kit

Cleaning the exterior

Warning	When you shut down your computer, the power turns off, but some electrical current still flows through your computer. To avoid possible injury from electrical shock, unplug the power cord and modem cable from the wall outlets.

Tips & Tricks	When cleaning the case, do not use abrasive or solvent cleaners because they can damage the finish. Use soap and water or a dilution of water and isopropyl alcohol.

Always turn off your computer and other peripherals before cleaning any components.

Use a damp, lint-free cloth to clean your computer and other parts of your system. Do not use abrasive or solvent cleaners because they can damage the finish on components.

Your computer is cooled by air circulated through the vents on the case, so keep the vents free of dust. With your computer turned off and unplugged, brush the dust away from the vents with a damp cloth. Be careful not to drip any water into the vents. Do not attempt to clean dust from the inside your computer.

Cleaning the keyboard

You should clean the keyboard occasionally by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.

If you spill liquid on the keyboard, turn off your computer and turn the keyboard upside down. Let the liquid drain, then let the keyboard dry before trying to use it again. If the keyboard does not work after it dries, you may need to replace it.

Cleaning the monitor screen

If your monitor is a flat panel display, use a soft cloth and water to clean the monitor screen. Squirt a little water on the cloth (never directly on the screen), and wipe the screen with the cloth.

Warning	The monitor screen is made of specially coated glass and can be scratched or damaged by abrasive or ammonia-based glass cleaners.

- OR -

If your monitor is not a flat panel display, use a soft cloth and glass cleaner to clean the monitor screen. Squirt a little cleaner on the cloth (never directly on the screen), and wipe the screen with the cloth.

Cleaning the mouse

If the mouse pointer begins moving erratically across the computer screen or becomes difficult to control precisely, cleaning the mouse will likely improve its accuracy.

Clean your optical mouse by wiping the bottom of the mouse with a damp lint-free cloth.
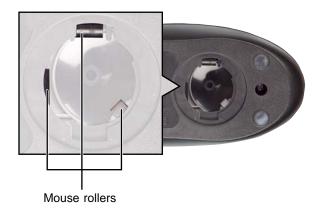
▶ **To clean your trackball mouse:**

1 Turn the mouse upside down.

2 Rotate the retaining ring on the bottom of the mouse counter-clockwise, then remove the retaining ring and mouse ball.

3 Remove any dust, lint, or dirt from the mouse ball with a soft cloth.

4 Clean the mouse rollers with a cotton swab dipped in isopropyl alcohol.

Mouse rollers

5 Replace the mouse ball and lock the retaining ring into place.

Help and Support

For a video tutorial about cleaning the mouse in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **Video tutorials** in the HelpSpot **Search** box Search [   ] , then click the arrow.

Click **Cleaning the mouse**.

Restoring Software 12

Read this chapter to learn how to:

- ■ Reinstall device drivers
- ■ Update device drivers
- ■ Reinstall programs
- ■ Reinstall Windows

Using the Restoration CDs

Use the Gateway *Restoration CDs* to reinstall device drivers, your operating system, and other programs that were preinstalled at the factory.

Important	Before you try to fix a problem by reinstalling software from your Gateway *Restoration CDs*, make sure that you have tried these steps first:
	▪ Use the diagnostics and troubleshooting tools found in HelpSpot. For more information about diagnostics and troubleshooting tools in Windows XP, click **Start**, then click **Help and Support**. Type the keyword **troubleshooting** in the HelpSpot **Search** box Search [ ] ➔ , then click the arrow.
	▪ See the Troubleshooting section of this guide.
	If these steps do not resolve the problem, use the Gateway *Restoration CDs* to reinstall device drivers or programs.
	If reinstalling device drivers or programs does not resolve the problem, reinstall Windows.

Reinstalling device drivers

Device drivers are programs that control devices such as the computer display, CD or DVD drives, and modems. Drivers translate information between computer devices and programs.

Drivers for your original computer hardware are installed at Gateway. If you install a new device, you need to install the drivers provided by the device manufacturer.

You should reinstall device drivers:

■ If directed to do so while troubleshooting

■ If you see a message indicating that there is a problem with a device driver

If you need to reinstall device drivers in Windows XP because you are directed to do so while troubleshooting or if a message tells you that there is a problem with a device driver, reinstall the device drivers by following the instructions in "To reinstall device drivers:" on page 209.

If you just reinstalled Windows XP, the device drivers were automatically reinstalled.

If you are not comfortable with the procedures covered in this section, seek help from a more experienced computer user or a computer service technician.

▶ To reinstall device drivers:

1 Insert the red *Drivers* CD into the CD or DVD drive.

2 If this is the first time you have inserted the CD, accept the End User License Agreement (EULA) by clicking **Yes, I accept it**, then clicking **Continue**.

3 If you are prompted to select your Gateway computer type, click **Personal / Home Use**, then click **Continue**.

4 Select a single device driver to reinstall.

- OR -

Click **Automatic Installation**, then select multiple device drivers to reinstall. (Grayed out drivers are not available for Automatic Installation. To select these drivers, click **Manual Installation**.)

5 Click **Install**.

6 Follow any additional on-screen instructions. Depending on the device driver you are reinstalling, you may only need to restart your computer to complete the installation. However, if a setup wizard opens when you restart your computer, follow the on-screen instructions.

Help and Support

For more information about reinstalling device drivers in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **drivers** in the HelpSpot **Search** box Search [   ], then click the arrow.

Updating device drivers

The *Restoration CDs* contain a device driver update utility that works over the Internet. If you do not have an Internet service provider, the update utility works by direct-dialing the device driver update service.

▶ **To update device drivers:**

1 Insert the red *Drivers* CD into the CD or DVD drive.

2 If this is the first time you have inserted the CD, accept the End User License Agreement (EULA) by clicking **Yes, I accept it**, then clicking **Continue**.

3 If you are prompted to select your Gateway computer type, click **Personal / Home Use**, then click **Continue**.

4 Click the **Web Updates** tab.

5 Click **Check Now**. The *Connect* window opens.

6 Install available updated device drivers by following the on-screen instructions. Depending on the device driver you are updating, you may only need to restart your computer to complete the installation. However, if a setup wizard opens when you restart your computer, follow the on-screen instructions.

Help and Support	For more information about updating device drivers in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **updating drivers** in the HelpSpot **Search** box Search [ ] →, then click the arrow.

Reinstalling programs

If you have problems running a program or if you have reinstalled your operating system, you can reinstall programs from the yellow *Applications* CD and other program CDs. If you are reinstalling programs from other program CDs, follow the installation instructions on each CD. If you want to **reinstall** a program, uninstall the old version first.

▶ To reinstall programs from the Applications CD(s):

1 If you just reinstalled Windows, go to Step 4. Otherwise, go to the next step.

2 In Windows XP, click **Start**, **Control Panel**, then click **Add or Remove Programs**.

3 In the *Currently Installed Programs* list, click the program you want to uninstall, then click **Change/Remove** and follow the on-screen instructions.

4 Insert the yellow *Applications* CD into the CD or DVD drive.

5 If this is the first time you have inserted the CD, accept the End User License Agreement (EULA) by clicking **Yes, I accept it**, then clicking **Continue**.

6 If you are prompted to select your Gateway computer type, click **Personal / Home Use**, then click **Continue**.

7 Select a single program to reinstall.

- OR -

Click **Automatic Installation**, then select multiple programs to reinstall. (Grayed out programs are not available for Automatic Installation. To select these programs, click **Manual Installation**.)

8 Click **Install**.

9 Follow any additional on-screen instructions. Depending on the programs you are reinstalling, you may only need to restart your computer to complete the installation. However, if a setup wizard opens when you restart your computer, follow the on-screen instructions.

Help and Support	For more information about reinstalling programs in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **installing programs** in the HelpSpot **Search** box ⌕ [ ]➡ , then click the arrow.

▶ To reinstall Works Suite (including Word), games, or other programs from a CD:

1 If you just reinstalled Windows, go to Step 4. Otherwise, go to the next step.

2 In Windows XP, click **Start**, **Control Panel**, then click **Add or Remove Programs**.

3 In the *Currently Installed Programs* list, click the program you want to uninstall, then click **Change/Remove** and follow the on-screen instructions.

4 Insert the program CD into the CD or DVD drive.

5 Complete the program reinstallation by following the instructions included with the program CD.

Reinstalling Windows

If your computer is not working correctly, try the following options to correct the problem:

- Troubleshooting. For more information, see "Troubleshooting" on page 297.

- Reinstalling device drivers. For more information, see "Reinstalling device drivers" on page 209.

If the options above do not correct the problem, you can use the *Restoration CDs* to reinstall Windows and other software.

The *Restoration CDs* step you through reinstalling Windows XP. If you are reinstalling Windows XP, the *Restoration CDs* automatically reinstall the hardware device drivers and some programs as well. You can install any remaining programs by using the program CDs that came with your computer. To reinstall your programs, follow the instructions in "Reinstalling programs" on page 212.

Important	If you are prompted for your Windows product key when you reinstall Windows, you can find the key on the *Microsoft Certificate of Authenticity* label located on the back or side of your computer case. For more information, see "Microsoft Certificate of Authenticity" on page 26.

▶ To reinstall Windows XP and the device drivers:

Caution	Back up your personal files before you use this option.
	All files on your computer will be deleted!

1 Insert the red *Drivers* CD into the CD or DVD drive.

2 Restart your computer.

3 Select **2. Boot from CD-ROM**.

4 Select a language option.

5 Select **1. Delete all files (Automated Fdisk/Format)**.

6 Select **1. Continue deleting all files and restart**.

7 When prompted, press any key to continue.

8 Select **2. Boot from CD-ROM**.

9 Select a language option.

10 Select **2. Automated installation of Windows (XP or 2000)**.

11 If your computer does not have any special hard drive (HDD) controllers, such as a RAID 0 controller, select **1. Normal installation of Windows (XP or 2000)**.

- OR -

If your computer has special hard drive (HDD) controllers, such as a RAID 0 controller, select **2. Installation of Windows w/ special Hard Disk Drive (HDD) controller drivers**.

12 When prompted, remove the red CD and insert the blue *Operating System* CD into the CD or DVD drive, then press any key to continue.

13 When prompted, accept the *License Agreement* by pressing **Y**.

14 Wait while the setup program copies files to your hard drive. **When your computer restarts, do NOT press any key to boot from CD.**

15 Follow the on-screen instructions to set your **Regional and Language Options**.

16 If you are prompted to select your Gateway computer type, click **Personal / Home Use**, then click **Continue**.

17 When prompted, insert the red *Drivers* CD, then click **OK**.

18 When prompted, insert the yellow *Applications* CD(s), then click **Continue**. The Gateway Application Loader automatically installs your drivers and programs. Your computer restarts several times during this process. Do **not** press any keys or buttons during this process unless prompted to do so.

19 When the Gateway Application Loader has finished, click **Close**.

20 Install additional programs by following the instructions in "Reinstalling programs" on page 212.

Upgrading Your Computer 13

This chapter provides information about upgrading and replacing components in your computer. Read this chapter to learn how to:

- Identify your case style
- Open and close the computer case
- Remove and install drives and components
- Remove and install add-in cards
- Remove and install system boards
- Add memory
- Change the battery

You must open the computer case to upgrade or replace components. If you are not comfortable with these procedures, get help from a more experienced computer user or computer service technician.

Tips & Tricks	When cleaning the case, do not use abrasive or solvent cleaners because they can damage the finish. Use soap and water or a dilution of water and isopropyl alcohol. For more information, see "Cleaning your computer" on page 202.

Selecting a place to work

Work on your computer in an area that:

- Is clean (avoid dusty areas)
- Is a low-static environment (avoid carpeted areas)
- Has a stable surface on which to set your computer
- Has enough room to place all the computer parts
- Is near a grounded outlet so you can test your computer after installation
- Is near a telephone (in case you need help from Gateway Technical Support). The telephone must be directly connected to a telephone jack and cannot be connected to your computer

Gathering the tools you need

Some tools and supplies that you may need to work on your computer are:

- A Phillips screwdriver
- A flat-head screwdriver
- A notebook to take notes
- Small containers to store various types of screws
- A grounding wrist strap (available at most electronic stores)

Preventing static electricity discharge

The components inside your computer are extremely sensitive to static electricity, also known as *electrostatic discharge* (ESD).

Warning	ESD can permanently damage electrostatic discharge-sensitive components in your computer. Prevent ESD damage by following ESD guidelines every time you open the computer case.

Warning	To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer and unplug the power cord and modem and network cables before opening the case.

Before opening the computer case, follow these guidelines:

- Turn off your computer.

- Wear a grounding wrist strap (available at most electronics stores) and attach it to a bare metal part of your computer.

Warning	To prevent risk of electric shock, do not insert any object into the vent holes of the power supply.

- Touch a bare metal surface on the back of the computer.

- Unplug the power cord and the modem and network cables.

Before working with computer components, follow these guidelines:

- Avoid static-causing surfaces such as carpeted floors, plastic, and packing foam.

- Remove components from their antistatic bags only when you are ready to use them. Do not lay components on the outside of antistatic bags because only the inside of the bags provide electrostatic protection.

- Always hold expansion cards by their edges or their metal mounting brackets. Avoid touching the edge connectors and components on the cards. Never slide expansion cards or components over any surface.

Identifying your computer case style

Use the following descriptions to identify your computer case style.

Gateway Tower	Gateway Mid Tower	Gateway Micro Tower	Gateway New Micro Tower
The Gateway Tower does not have an access door on the front. For instructions on upgrading your Gateway Tower case, see "Upgrading the Gateway Tower and Mid Tower Cases" on page 221.	The Gateway Mid Tower case has an access door on the front that covers the drive bays and other components. For instructions on upgrading your Gateway Mid Tower case, see "Upgrading the Gateway Tower and Mid Tower Cases" on page 221.	The Gateway Micro Tower can be set vertically into its removable base, or set horizontally on its rubber feet. For instructions on upgrading your Gateway Micro Tower case, see "Upgrading the Gateway Micro Tower Case" on page 243.	The Gateway New Micro Tower has a rotating base and does not have an access door. For instructions on upgrading your Gateway New Micro Tower case, see "Upgrading the Gateway New Micro Tower Case" on page 263.

Upgrading the Gateway Tower and Mid Tower Cases

The Gateway Tower and Mid Tower cases provides toolless access to internal components.

Opening the case

| Warning | To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer, then unplug the power cord and modem cable before opening the case. |

▶ **To open the computer case:**

1 Identify your computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Follow the instructions in "Preventing static electricity discharge" on page 219.

3 Shut down your computer, then disconnect the power cord and modem, network, and all peripheral device cables.

4 Press the power button to drain any residual power from your computer.

5 If your case cover has a case cover shipping screw installed on the back of the case, remove the screw. For information about the location of the screw, see "Gateway Tower Back" on page 5 and "Gateway Mid Tower Back" on page 10.

6 Push in on the cover release handle.

7 Pull the side panel away from the case.

Closing the case

▶ **To close the computer case:**

1 Make sure that all of the internal cables are arranged inside the case so they will not be pinched when you close the case.

2 Align the door tabs into the case notches.

Case notches

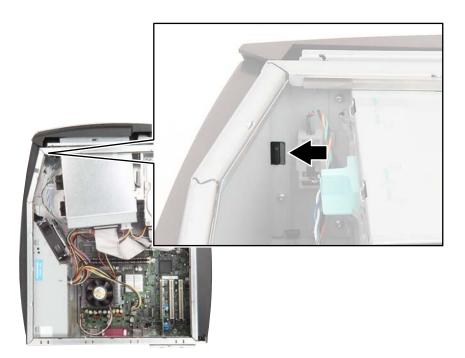**3** Swing the side panel toward the case until the release handle locks.

4 If you removed a case cover shipping screw, replace the screw.

5 Reconnect the cables and power cord.

■

Adding or replacing a CD, DVD, or diskette drive

Use these instructions to add or replace 5.25-inch drives, such as CD or DVD drives, and 3.5-inch drives, such as diskette drives.
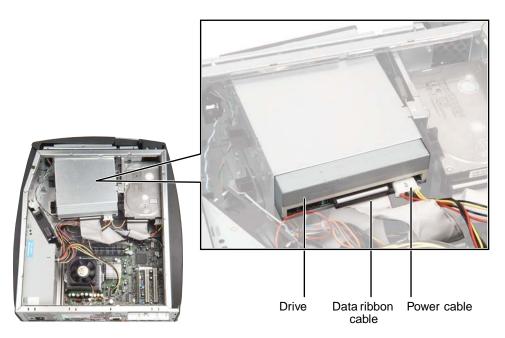
▶ **To add or replace a CD, DVD, or diskette drive:**

1 Identify your computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Open the case by following the instructions in "Opening the case" on page 221.

3 If you are adding a drive, locate an empty drive bay.

- OR -

If you are replacing a drive, disconnect the drive cables, noting their locations and orientation. (You will reconnect the cables after you install the new drive.) See the drive documentation for further instructions.


Power cable

Data ribbon cable

4 If there is a shipping screw installed next to the release lever, remove the screw, then slide the release lever toward the back of the case.

5 If you are replacing a drive, slide the old drive forward and out of the drive bay.

- OR -

If you are adding a new drive, slide the drive bay cover forward and out of the drive bay.

6 Set the jumpers. See the drive documentation for further instructions.

7 Slide the new drive into the drive bay until it settles into the indentation and is flush with the front of the computer case, then slide the release lever toward the front of the case.

8 Reconnect the drive cables using your notes from Step 3. The red-striped edge of the data ribbon cable indicates Pin 1 and corresponds with Pin 1 on the drive (typically on the side closest to the power supply connection). See the drive documentation for further instructions.

9 Close the case by following the instructions in "Closing the case" on page 224.

Adding or replacing a hard drive
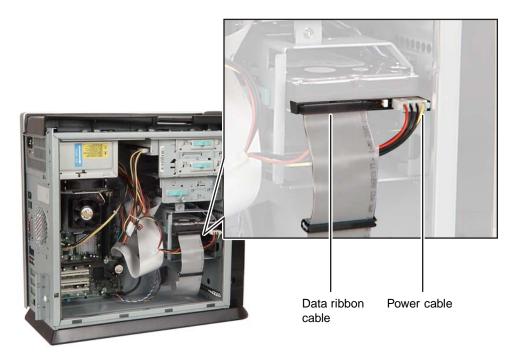
Use these instructions to add or replace hard drives.

▶ **To add or replace a hard drive:**

1 Identify your computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Open the case by following the instructions in "Opening the case" on page 221.

3 If you are replacing a drive, disconnect the drive cables, noting their locations and orientation. (You will reconnect the cables after you install the new drive.) See the drive documentation for further instructions.

Data ribbon cable

Power cable

4 Slide the release lever toward the open side of the case.

5 If you are replacing a drive, slide the drive out of the drive bay.

6 Set the jumpers on the drive. See the drive documentation for further instructions.

7 Slide the new drive in, then slide the release lever toward the inside of the case.

8 Reconnect the drive cables using your notes from Step 3. The red-striped edge of the data ribbon cable indicates Pin 1 and corresponds with Pin 1 on the drive (typically on the side closest to the power supply connection). See the drive documentation for further instructions.

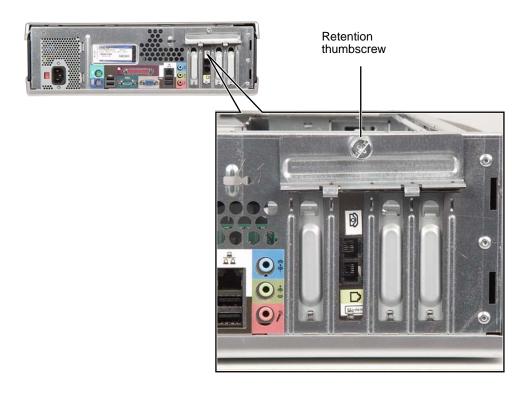**9** Close the case by following the instructions in "Closing the case" on page 224.
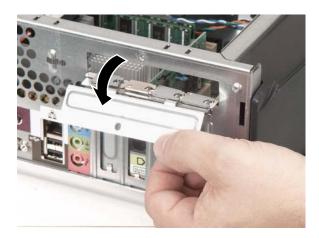
Adding or replacing add-in cards

An add-in card is a card used in the computer to add functionality to the system. Use the following instructions to replace, add, or reseat an add-in card.

▶ **To replace, add, or reseat an add-in card:**

1 Identify your computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Open the case by following the instructions in "Opening the case" on page 221.

3 For more stability, place your computer on its side. To avoid scratching the case, place it on a towel or other non-abrasive surface.

Retention thumbscrew

4 If you are replacing a card, disconnect any cables that are attached to the card, noting their locations and orientation. (You will reconnect the cables after you install the new card.) See the add-in card documentation for further instructions.

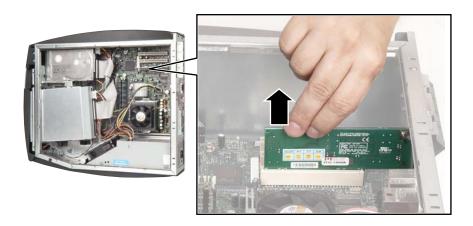**5** Remove the retention thumbscrew that secures the card retention cover to the case, then flip the add-in card retention cover open.

6 If you are replacing an add-in card, remove the old add-in card. You can slightly seesaw the card end-to-end to loosen the card, but do not bend the card sideways.

Warning

Do not touch the contacts on the bottom part of the add-in card. Touching the contacts can cause electrostatic damage to the card.
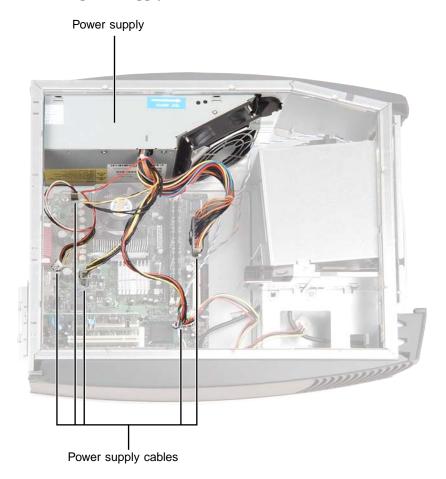
7 Install the new card into the add-in slot.

You can slightly seesaw the card end-to-end to help insert the card, but do not bend the card sideways.

8 Push the add-in card retention cover inward, then secure the add-in card retention cover with the retention thumbscrew.

9 If you disconnected any cables, reconnect the add-in card cables using your notes from Step 4. See the add-in card documentation for further instructions.

10 Close the case by following the instructions in "Closing the case" on page 224.

11 See the documentation that came with the add-in card for any special software installation instructions.

Replacing the power supply

▶ **To replace the power supply:**

1 Identify your computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Open the case by following the instructions in "Opening the case" on page 221.

3 For more stability, place your computer on its side. To avoid scratching the case, place it on a towel or other non-abrasive surface.

4 Disconnect the power supply cables from all components (such as, hard drives, CD/DVD/Recordable drives, and the system board), noting their locations and orientation. (You will reconnect the cables after you install the new power supply.)

5 Flip the power supply retention clip out.

6 Slide the power supply toward the front of the case, then up.

7 Install the new power supply into the case, then flip the power supply retention clip in until it locks into place.

8 Reconnect the power supply cables using your notes from Step 4. See the power supply documentation for further instructions.

9 Close the case by following the instructions in "Closing the case" on page 224.
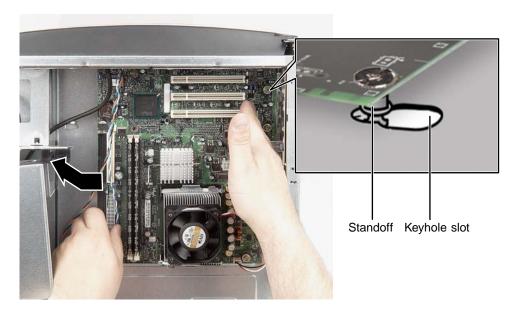
Replacing the system board

▶ **To replace the system board:**

1 Identify your computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Open the case by following the instructions in "Opening the case" on page 221.

3 For more stability, place your computer on its side. To avoid scratching the case, place it on a towel or other non-abrasive surface.
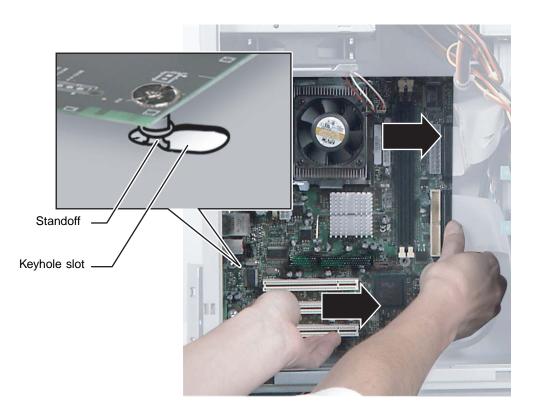
4 Remove all of the add-in cards by following the instructions in "Adding or replacing add-in cards" on page 232.

5 Disconnect the power and data cables from the system board, noting their locations and orientation. (You will reconnect the cables after you install the new board.)

6 Remove the thumbscrew using a screwdriver, coin, or your fingers.

Thumbscrew
(approximate location)

7 Slide the system board toward the front of the case, then up and out of the case. The system board standoffs slide out of the keyhole slots.

Standoff

Keyhole slot

8 Slide the new system board into the keyhole slots and lock it into place with the thumbscrew.

Important	The new system board must have special standoffs (*pem studs*) mounted on the bottom of the board. If necessary, use the standoffs from the original system board.

9 Reconnect the power and data cables using your notes from Step 5. See the system board documentation for further instructions.

10 Reinstall the add-in cards by following the instructions in "Adding or replacing add-in cards" on page 232.

11 Close the case by following the instructions in "Closing the case" on page 224.

Upgrading the Gateway Micro Tower Case

The Gateway Micro Tower case provides toolless access to internal components.

Opening the case

Warning	To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer, then unplug the power cord and modem cable before opening the case.

▶ To open the Gateway Micro Tower case:

1 Identify the computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Follow the instructions under "Preventing static electricity discharge" on page 219.

3 Shut down your computer, then disconnect the power cord and modem, network, and all peripheral device cables.

4 Press the power button to drain any residual power from your computer.

5 If your case cover has a shipping screw installed on the back of the case, remove the screw. For information about the location of the screw, see "Gateway Micro Tower Back" on page 15.

6 If your computer is standing in the base, lift up on the front of the computer case, then pull the case forward and off the base.

7 For more stability, place your computer on its side with the rubber feet resting on your workspace.

8 Push in on the cover release handle.

9 Lift the side panel up.

10 Lift the side panel away from the case.

Closing the case

▶ **To close the Gateway Micro Tower case:**

1 Make sure that all of the internal cables are arranged inside the case so they will not be pinched when you close the case.

2 Align the door tabs into the case notches.

Door tabs

3 Swing the side panel toward the case until the release handle locks.

4 If you removed a case cover shipping screw, replace the screw.

5 Return the case to its normal position.

6 If you removed the computer case from the base, lower the case onto the base, then push the case back, into the base.

7 Reconnect the cables and power cord.

Adding or replacing a diskette, CD, or DVD drive

Use these instructions to replace 5.25-inch drives such as CD or DVD drives and 3.5-inch drives such as diskette drives.

▶ **To add or replace a CD, DVD, or diskette drive:**

   1 Identify the computer case style. For more information, see "Identifying your computer case style" on page 220.

   2 Open the case using the instructions in "Opening the case" on page 243.
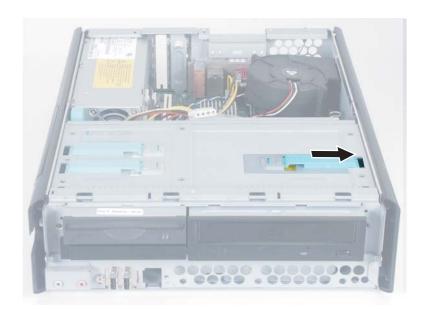
   3 Push in on the bezel release tab.

4 While pushing in on the bezel release tab (see Step 3) pull the right side of the bezel forward until the bezel release tab unlocks from the case, then swing the front bezel outward and to the left until the left-side bezel tab unhooks from the slot in the computer case.

5 If you are replacing a drive, disconnect the drive cables, noting their locations and orientation. (You will reconnect the cables after you install the new drive.) See the drive documentation for further instructions.

Drive   Data ribbon   Power cable
cable
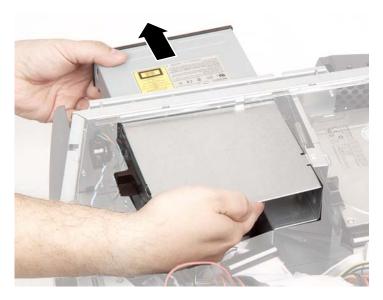
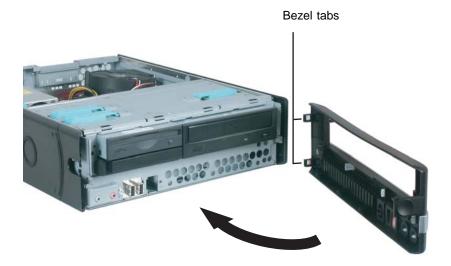**6** Slide the release lever back toward the rear of the case.

7 If you are replacing a drive, slide the old drive forward and out of the drive bay.

- OR -

If you are adding a drive, remove the drive bay cover.

8 Set the jumpers on the drive. See the drive documentation for further instructions.

9 Slide the new drive into the drive bay until it settles into the indentation, then slide the release lever toward the front of the case.

10 If you removed a shipping screw, replace the screw.

11 Reconnect the drive cables using your notes from Step 5. The red-striped edge of the data ribbon cable indicates Pin 1 and corresponds with Pin 1 on the drive (typically on the side farthest from the power supply connection). See the drive documentation for more information.

12 Insert the left-side bezel tab into the slot on the left side of the computer case, then swing the right side of the bezel in, towards the case, until the right-side bezel release tab locks into place.

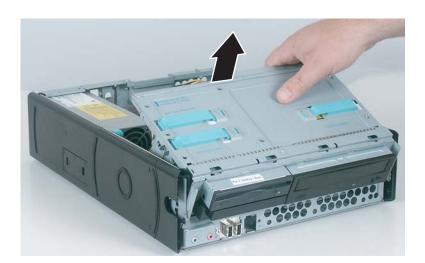**13** Close the case using the instructions in "Closing the case" on page 247.

Replacing a hard drive
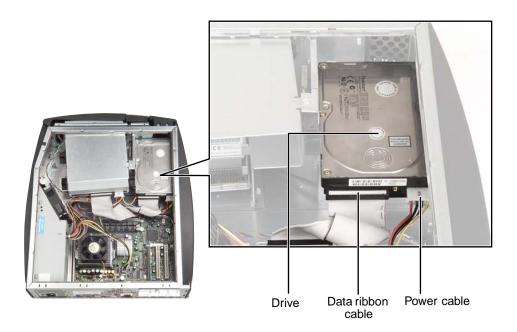
Use these instructions to replace a hard drive.

▶ **To replace a hard drive:**

1 Identify the computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Open the case using the instructions in "Opening the case" on page 243.

3 Disconnect the drive cables, noting their locations and orientation. (You will reconnect the cables after you install the new drive.) See the drive documentation for further instructions.

Drive   Data ribbon   Power cable
            cable

4 Slide the release lever toward the rear of the case.

5 Lift the old drive out of the drive bay.

6 Set any jumpers on the new drive to match the old drive. See the drive documentation for further instructions.

7 Insert the new drive, then slide the release lever toward the front of the case to lock it into place.

8 Reconnect the drive cables using your notes from Step 3. The red-striped edge on the data ribbon cable indicates Pin 1 and corresponds with Pin 1 on the drive (typically on the side farthest from the power supply connection). See the drive documentation for more information.

9 Close the case using the instructions in "Closing the case" on page 247.
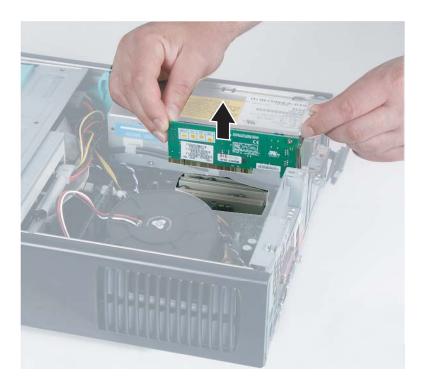
Adding or replacing add-in cards

An add-in card is a card used in your computer to add functionality to the system. Use the following instructions to replace, add, or reseat an add-in card.

▶ **To replace, add, or reseat an add-in card:**

1 Identify the computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Open the case using the instructions in "Opening the case" on page 243.

3 If you are replacing a card, disconnect any cables that are attached to the card, noting their locations and orientation. (You will reconnect the cables after you install the new card.) See the add-in card documentation for further instructions.

4 Remove the retention thumbscrew that secures the card retention cover to the case.

Retention thumbscrew

5 Swing the add-in card retention cover open.

6 If you are replacing an add-in card, remove the old add-in card.

You can slightly seesaw the card end-to-end to loosen the card, but do not bend the card sideways.

Warning	Do not touch the contacts on the bottom part of the add-in card. Touching the contacts can cause electrostatic damage to the card.

7 Insert the new card into the add-in slot.

You can slightly seesaw the card end-to-end to help insert the card, but do not bend the card sideways.

8 Push the add-in card retention cover inward, then secure the add-in card retention cover with the retention thumbscrew.

9 If you disconnected any cables, reconnect the add-in card cables using your notes from Step 3. See the add-in card documentation for more information.

10 Close the case using the instructions in "Closing the case" on page 247.

11 See the documentation that came with the card for any special software installation instructions.

Replacing the power supply

▶ **To replace a power supply:**

1 Identify the computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Open the case using the instructions in "Opening the case" on page 243.

3 Disconnect the power supply cables from all components (such as hard drives, CD, DVD, or recordable drives, and the system board), noting their locations and orientation. (You will reconnect the cables after you install the new power supply.)

Power supply

Power supply cables

4 Rotate the power supply retention clip away from the power supply.

5 Slide the old power supply toward the front of the case, then up.
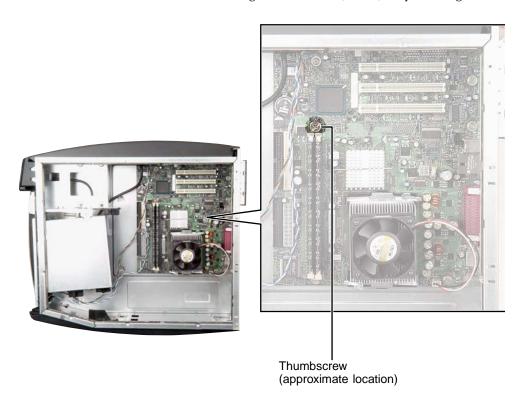
6 Install the new power supply into the case, then rotate the power supply retention clip toward the power supply.

7 Reconnect the power supply cables using your notes from Step 3. See the power supply documentation for more information.

8 Close the case using the instructions in "Closing the case" on page 247.

Replacing the system board

▶ **To replace the system board:**

1 Identify the computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Open the case using the instructions in "Opening the case" on page 243.

3 Remove all of the add-in cards using the instructions in "Adding or replacing add-in cards" on page 256.

4 Disconnect the power and data cables from the system board, noting their locations and orientation. (You will reconnect the cables after you install the new board.)

5 Remove the thumbscrew using a screwdriver, coin, or your fingers.

Thumbscrew
(approximate location)

6 Slide the system board toward the front of the case, then up and out of the case. The system board standoffs slide out of the keyhole slots.

Standoff   Keyhole slot

7 Slide the new system board into the keyhole slots and lock it into place with the thumbscrew.

Important	The new system board must have special standoffs (*pem studs*) mounted on the bottom of the board. If necessary, use the standoffs from the original system board.

8 Reconnect the power and data cables using your notes from Step 4. For more information, see the system board documentation.

9 Install the add-in cards using the instructions in "Adding or replacing add-in cards" on page 256.

10 Close the case using the instructions in "Closing the case" on page 247.

Upgrading the Gateway New Micro Tower Case

The Gateway New Micro Tower case provides toolless access to internal components.

Opening the case

Warning	To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer, then unplug the power cord and modem cable before opening the case.

▶ To open the Gateway New Micro Tower case:

1 Identify your computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Follow the instructions in "Preventing static electricity discharge" on page 219.

3 Shut down your computer, then disconnect the power cord and modem, network, and all peripheral device cables.

4 Press the power button to drain any residual power from your computer.

5 If your case cover has a case cover shipping screw installed on the back of the case, remove the screw. For information about the location of the screw, see "Gateway New Micro Tower Back" on page 21.

6 For more stability, place your computer on its side with the rubber feet resting on your workspace.

7 Pull up on the cover release handle.

8 Lift the side panel up.

9 Lift the side panel away from the case.

Closing the case

▶ **To close the Gateway New Micro Tower case:**

1 Make sure that all of the internal cables are arranged inside the case so they will not be pinched when you close the case.

2 Align the door tabs into the case notches.

Case notches

3 Swing the side panel toward the case until the release handle locks.

4 If you removed the case cover shipping screw, replace the screw.

5 Reconnect the cables and power cord.

■

Adding or replacing a CD, DVD, or diskette drive

Use these instructions to add or replace 5.25-inch drives, such as CD or DVD drives, and 3.5-inch drives, such as diskette drives.

▶ **To add or replace a CD, DVD, or diskette drive:**

1 Identify your computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Open the case by following the instructions in "Opening the case" on page 263.

3 Push in on the bezel release tab.

4 While pushing in on the bezel release tab (see Step 3), pull the left side of the bezel forward until the bezel release tab unlocks from the case, then swing the front bezel outward and to the right until the right-side bezel tabs unhook from the computer case.

5 If you are replacing a drive disconnect the drive cables, noting their locations and orientation. (You will reconnect the cables after you install the new drive.) See the drive documentation for further instructions.

6 Unlock the release lever.

7 If you are replacing a drive, slide the old drive forward and out of the drive bay.

- OR -

If you are adding a new drive, slide the drive bay cover forward and out of the drive bay.

8 Set the jumpers on the drive. See the drive documentation for further instructions.

9 Slide the new drive into the drive bay until it settles into the indentation, then slide the release lever toward the front of the case.

10 Reconnect the drive cables using your notes from Step 5. The red-striped edge of the data ribbon cable indicates Pin 1 and corresponds with Pin 1 on the drive (typically on the side farthest from the power supply connection). See the drive documentation for further instructions.

11 Insert the right-side bezel tabs into the slots on the right side of the computer case, then swing the left side of the bezel in, towards the case, until the left-side bezel release tab locks into place.

Bezel tabs

12 Close the case by following the instructions in "Closing the case" on page 266.

Replacing the hard drive

Use these instructions to replace the hard drive.

▶ **To replace a hard drive:**

1 Identify your computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Open the case by following the instructions in "Opening the case" on page 263.

3 Remove the front bezel by following the instructions in "Adding or replacing a CD, DVD, or diskette drive" on page 267.

4 Lift up on the drive cage assembly.

5 Disconnect the drive cables, noting their locations and orientation. (You will reconnect the cables after you install the new drive.) See the drive documentation for further instructions.

6 Pivot the hard drive cage away from the drive cage assembly.

7 While pulling outward on the hard drive bracket, lift the old hard drive out of the hard drive cage.

8 Set any jumpers on the new drive to match the old drive. See the drive documentation for further instructions.

9 While pulling outward on the hard drive bracket, insert the edge of the new hard drive into the drive bracket, pivot the new drive into the bracket, then pivot the hard drive cage toward the drive cage assembly.

10 Reconnect the drive cables using your notes from Step 5. The red-striped edge of the data ribbon cable indicates Pin 1 and corresponds with Pin 1 on the drive (typically on the side farthest from the power supply connection). See the drive documentation for further instructions.

11 Close the case by following the instructions in "Closing the case" on page 266.

Adding or replacing add-in cards

An add-in card is a card used in the computer to add functionality to the system. Use the following instructions to replace, add, or reseat an add-in card.

▶ **To replace, add, or reseat an add-in card:**

1 Identify your computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Open the case by following the instructions in "Opening the case" on page 263.

3 If you are replacing a card, disconnect any cables that are attached to the card, noting their locations and orientation. (You will reconnect the cables after you install the new card.) See the add-in card documentation for further instructions.

4 Swing the add-in card retention cover open.

5 If you are replacing an add-in card, remove the old add-in card. You can slightly seesaw the card end-to-end to loosen the card, but do not bend the card sideways.

| **Warning** | Do not touch the contacts on the bottom part of the add-in card. Touching the contacts can cause electrostatic damage to the card. |

6 Install the new card into the add-in slot.

You can slightly seesaw the card end-to-end to help insert the card, but do not bend the card sideways.

7 Push the add-in card retention cover inward.

8 If you disconnected any cables, reconnect the add-in card cables using your notes from Step 3. See the add-in card documentation for further instructions.

9 Close the case by following the instructions in "Closing the case" on page 266.

10 See the documentation that came with the card for any special software installation instructions.

Replacing the power supply

▶ **To replace a power supply:**

1 Identify your computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Open the case by following the instructions in "Opening the case" on page 263.

3 Remove the front bezel by following the instructions in "Adding or replacing a CD, DVD, or diskette drive" on page 267.

4 Disconnect the power supply cables from all components (such as, hard drives, CD/DVD/Recordable drives, and the system board), noting their locations and orientation. (You will reconnect the cables after you install the new power supply.)

5 Rotate the power supply retention clip away from the power supply.

6 Slide the power supply toward the front of the case, then up.

7 Install the new power supply into the case, then rotate the power supply retention clip toward the power supply.

8 Reconnect the power supply cables using your notes from Step 4. See the power supply documentation for further instructions.

9 Close the case by following the instructions in "Closing the case" on page 266.

Replacing the system board

▶ **To replace the system board:**

1 Identify your computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Open the case by following the instructions in "Opening the case" on page 263.

3 Remove the front bezel by following the instructions in "Adding or replacing a CD, DVD, or diskette drive" on page 267.

4 Remove all of the add-in cards by following the instructions in "Adding or replacing add-in cards" on page 275.

5 Remove the power supply by following the instructions in "Replacing the power supply" on page 277.
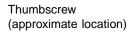
6 Press down on the two cooling fan release clips.

7 Lift up on the cooling fan, unplug the power cable from the system board, then remove the cooling fan.

8 Remove the thumbscrew using a screwdriver, coin, or your fingers.

Thumbscrew
(approximate location)

9 Slide the system board toward the front of the case, then up and out of the case. The system board standoffs slide out of the keyhole slots.

10 Slide the new system board into the keyhole slots and lock it into place with the thumbscrew.

Important	The new system board must have special standoffs (*pem studs*) mounted on the bottom of the board. If necessary, use the standoffs from the original system board.

11 Reconnect the power and data cables using your notes from Step 4. See the system board documentation for further instructions.

12 Reinstall the add-in cards by following the instructions in "Adding or replacing add-in cards" on page 275.

13 Close the case by following the instructions in "Closing the case" on page 266.

Installing memory
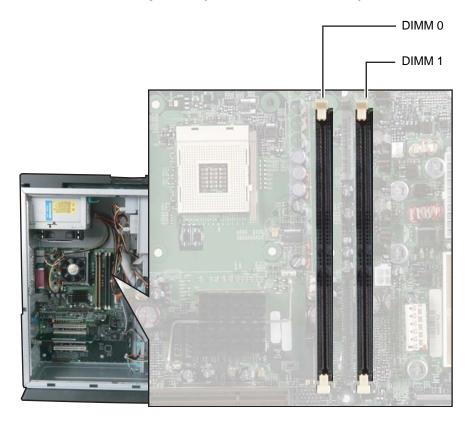
When you upgrade the computer memory, make sure that you install the correct type of memory module for your computer. Your computer uses DIMM memory.

The following illustration shows the general location of the memory modules in the system board.
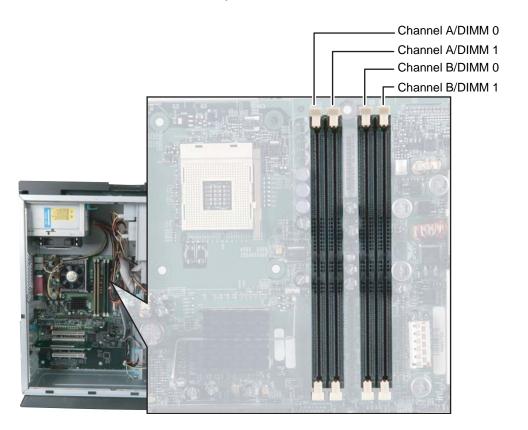
▶ To install or replace DIMM memory:

1 Identify your computer case style. For more information, see "Identifying your computer case style" on page 220.

2 Open the case by following the instructions for your case style.

3 Find the memory module banks on your system board.

4 If your system board has single-channel memory, fill the **DIMM 0** memory slot. When adding memory, fill the **DIMM 1** memory slot.

DIMM 0

DIMM 1
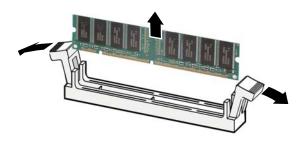
- OR -

If your system board has dual-channel memory, fill the **Channel A/DIMM 0** memory slot **AND** the **Channel B/DIMM 0** memory slot with *matching* DIMMs. Matching DIMMs are the same size, density, and technology. When adding memory, fill the **Channel A/DIMM 1** memory slot **AND** the **Channel B/DIMM 1** memory slot with *matching* DIMMs.

Channel A/DIMM 0
Channel A/DIMM 1
Channel B/DIMM 0
Channel B/DIMM 1
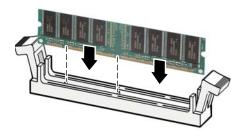
5 If you are removing a DIMM from the memory module bank, gently pull the plastic tabs away from the sides of the memory module and remove it.

- OR -

If you are adding a DIMM to an empty memory module bank, gently pull the plastic tabs away from the sides of the memory module bank.

6 Align the notches on the new DIMM with the notches on the memory module bank and press the module firmly into the bank. The tabs on the sides of the memory module should secure the memory module automatically. When the module is secure, you hear a click.

7 Close the case by following the instructions for your case style.

8 Reconnect the cables and the power cord.

9 Turn on your computer. Windows starts and the Windows desktop appears.

10 In Windows XP, click **Start**, **Control Panel**, then click **Performance and Maintenance** (if in Category view). Click/Double-click **System**. The amount of memory in your computer is shown at the bottom of the *System Properties* dialog box in the General tab.

Replacing the system battery

If the computer clock does not keep time or the settings in the BIOS Setup utility are not saved when you turn off your computer, replace the system battery. Use a battery of the same size and voltage as the original battery that was in your computer.

Warning	Danger of explosion if battery is incorrectly replaced.
	Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries following the manufacturer's instructions.
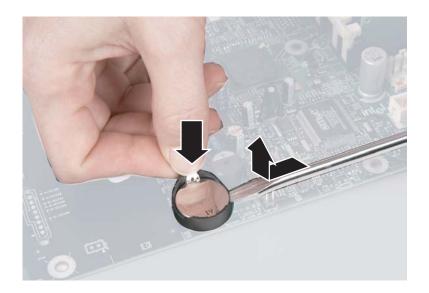
▶ To replace the battery:

1 Open the BIOS Setup utility using the instructions in "Using the BIOS Setup Utility" on page 289.

2 Write down all the values in the menus and submenus, then exit from the utility.

3 Shut down your computer.

4 Identify your computer case style. For more information, see "Identifying your computer case style" on page 220.

5 Open the case by following the instructions for your case style.

6 Locate the old battery on the system board and note its orientation. You will need to install the new battery the same way.

7 While pushing down on the battery release tab, place the edge of a small flat-head screwdriver under the battery and lift the battery up until it pops out of the socket.

8 Make sure that the positive (+) side of the new battery is facing up, then press the battery into the socket until it snaps into place.

9 Close the case by following the instructions for your case style.

10 Reconnect all external cables and the power cord.

11 Turn on your computer.

12 Open the BIOS Setup utility.

13 In the BIOS Setup utility, restore any settings that you wrote down in Step 2.

14 Save all your settings and exit the BIOS Setup utility.

Using the BIOS Setup Utility

14

This chapter provides information about the BIOS Setup utility. Read this chapter to learn how to:

- Open the BIOS Setup utility
- Update the BIOS
- Set the BIOS configuration jumper

Opening the BIOS Setup utility

The BIOS Setup utility stores the basic settings for your computer. These settings include basic system hardware configuration, system resource settings, and password security. These settings are stored and saved even when the power is off.

Caution	The options in the BIOS Setup utility have been set at the factory for optimal performance. Changes to these settings will affect the performance of your computer.
	Before changing any settings, write them down in case you need to restore them later.

▶ To open BIOS Setup utility:

1 Restart your computer.

2 While your computer is restarting, press and hold the **F1** key. The main menu of the BIOS Setup utility opens.

Important	Your computer starts very quickly. If your monitor requires time to warm up, you may not see the messages. If you are having problems, you may need to wait for the monitor to warm up, then restart your computer. If you are trying to enter the BIOS Setup utility, press **F1** before the monitor warms up.

The following illustration shows the main menu screen of a typical BIOS Setup utility. Your BIOS Setup utility may vary from the illustration below.

```
                        BIOS Setup Utility

Main  Advanced  Security  Power  Boot  Exit

                                             Item Specific Help

BIOS Version              RG84510A.15A.0009.P03   Select the display
                                             language for the BIOS.
Processor Type            Intel (R) Pentium (R)
Processor Speed           3.0 GHz
System Bus Speed          800 MHz
System Memory Speed       400 MHz

Cache RAM                 512 KB

Total Memory              127 MB
Memory Bank 0             128 MB (DDR400)
Memory Bank 1             Not Installed          ←→    Select Menu
                                             ↑↓     Select Item
Language:                 [English]           Tab    Select Field
Memory Configuration:     [Non-ECC]           Enter  Select >Sub-Menu
                                             F9     Setup Defaults
System Time:              [11:09:31]          F10    Save and Exit
System Date:              [07/04/2003]        ESC    Exit
```

Use the descriptions and the navigation keys displayed in the *Item Specific Help* area of the BIOS Setup utility screen to move through the BIOS menus and make selections. If available, press **F1** to get more help about options.

Updating the BIOS

If you need a new version of the BIOS, you can download the BIOS update from the technical support area on the Gateway Web site (support.gateway.com) and install the new version from a diskette.

To update the BIOS you need to perform the following tasks in sequence:

1 Write down any custom BIOS settings.

2 Create a bootable diskette.

3 Create the BIOS update diskette.

4 Update the BIOS.

5 Reconfigure any custom BIOS settings.

Follow the detailed instructions for updating the BIOS that are included in the self-extracting file that you can download from the technical support area of Gateway's Web site.

Setting the BIOS configuration jumper

The system board has a configuration jumper related to the BIOS. Place a jumper on specific pins to clear passwords or recover the BIOS. For more information on the location and use of the configuration jumper, see the specifications for your system board at support.gateway.com.

Warning	Moving a jumper while the power is on can damage your computer. Always turn off your computer and unplug the power cord and modem cable before changing jumper settings.

Troubleshooting

15

This chapter provides some solutions to common computer problems. Read this chapter to learn how to:

- Troubleshoot typical hardware and software problems
- Get telephone support
- Use automated troubleshooting systems
- Get tutoring and training

If the suggestions in this chapter do not correct the problem, see "Getting Help" on page 45, for more information about how to get help.

Safety guidelines

While troubleshooting your computer, follow these safety guidelines:

■ Never remove your computer case cover while your computer is turned on and while the modem cable and the power cord are connected.

■ Do not attempt to open the monitor case. To do so is extremely dangerous. Even if the power is disconnected, energy stored in the monitor components can be dangerous. Also, opening the monitor voids the warranty.

■ Make sure that you are correctly grounded before opening your computer case. For more information about preventing damage from static electricity, see "Preventing static electricity discharge" on page 219.

Warning	To avoid bodily injury, do not attempt to troubleshoot your computer problem if:
	▪ Power cords or plugs are damaged
	▪ Liquid has been spilled into your computer
	▪ Your computer was dropped
	▪ The case was damaged
	Instead, unplug your computer and contact a qualified computer technician.

First steps

Try these things first before going to the following sections:

■ Make sure that the power cable is connected to your computer and an AC outlet and that the AC outlet is supplying power.

■ If you use a power strip, make sure that it is turned on.

■ If a peripheral device (such as the keyboard or mouse) does not work, make sure that all connections are secure.

■ If you added or removed computer components before the problem started, review the procedures you performed and make sure that you followed each instruction.

■ Make sure that your hard drive is not full.

■ If an error message appears on the screen, write down the exact message. The message may help Gateway Technical Support in diagnosing and fixing the problem.

■ If an error occurs in a program, see the program's printed documentation or the online help.

Help and Support

For more information about troubleshooting in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **troubleshooting** in the HelpSpot **Search** box Search ⬜ , then click the arrow.

Software support tools

Your system *may* include the following support tool to help you diagnose and fix problems:

■ *PC Doctor* is a comprehensive hardware diagnostic and system information tool that can test your computer and determine its configuration. PC Doctor provides 85 professional diagnostic tests directly from your computer.

This support tool is available from HelpSpot or by clicking **Start**, **All Programs**, then clicking **Gateway Utilities**.

Troubleshooting

Add-in cards

The computer does not recognize an add-in card

- Shut down and restart your computer.

- Make sure that you have installed the required software. For more information, see the documentation that came with your add-in card.

- Reseat the card. For more information, see the adding or replacing add-in cards section for your case in "Upgrading Your Computer" on page 217.

CD or DVD drives

The computer does not recognize a disc or the CD, DVD, or recordable drive

- Make sure that the disc label is facing up, then try again.

- Try a different disc. Occasionally discs are flawed or become scratched and cannot be read by the CD or DVD drive.

- If you are trying to play a DVD, make sure that you have a DVD drive. To identify your drive type, see "Identifying drive types" on page 95.

- Your computer may be experiencing some temporary memory problems. Shut down and restart your computer.

- Some music CDs have copy protection software. You may not be able to play these CDs on your computer.

- Clean the disc. For more information, see "Cleaning CDs and DVDs" on page 299.

- Restart your computer, then enter the BIOS Setup utility by pressing and holding **F1** while your computer restarts. Make sure that the IDE controllers are enabled. For more information on using the BIOS Setup utility, see "Using the BIOS Setup Utility" on page 289.

- Make sure that the drive is configured correctly by following the instructions in the drive documentation.

- Open your computer case and make sure that the cables are connected correctly to the CD or DVD drive and the IDE connector on the system board or controller card.

- If you have a SCSI device in your system, check the cable connected to the SCSI card. If the CD or DVD drive is the last drive on the cable (the drive farthest from the card), make sure that the CD or DVD drive is terminated. For more information about SCSI device configurations, see the drive documentation or download the documentation from the Gateway Web site.

- Reinstall the device driver. For more information, see "Reinstalling device drivers" on page 209.

An Audio CD does not produce sound

- Make sure that the disc label is facing up, then try again.

- Some music CDs have copy protection software. You may not be able to play these CDs on your computer.

- Make sure that the volume controls are turned up.

- Make sure that the mute controls are turned off.

- Make sure that the speaker cables are connected correctly and securely.

- Shut down and restart your computer.

- Clean the disc. For more information, see "Cleaning CDs and DVDs" on page 299.

- Reinstall the audio device drivers. For more information, see "Reinstalling device drivers" on page 209.

A DVD movie will not play

- Make sure that you have a DVD drive. To identify your drive type, see "Identifying drive types" on page 95.

- Make sure that the disc label is facing up, then try again.

- Try a different disc. Occasionally discs are flawed or become scratched and cannot be read by the DVD drive.

- Shut down and restart your computer.

- Clean the disc. For more information, see "Cleaning CDs and DVDs" on page 299.

- Reinstall the DVD player program. For more information, see "Reinstalling programs" on page 212.

- Reinstall the device driver. For more information, see "Reinstalling device drivers" on page 209.

■ DVDs and DVD drives contain *regional codes* that help control DVD title exports and help reduce illegal disc distribution. To be able to play a DVD, the disc's regional code and your DVD drive's regional code must match.

The regional code on your DVD drive is determined by your computer's delivery address. The regional code for the United States and Canada is 1. The regional code for Mexico is 4. Your DVD drive's regional code must match the regional code for the disc. The regional code for the disc is on the disc, disc documentation, or disc packaging.

If the DVD movie does not play, the disc's regional code and your DVD drive's regional code may not match.

Cleaning CDs and DVDs

Clean discs by wiping from the center to the edge, not around in a circle, using a product, such as a soft cloth, made especially for cleaning CDs and DVDs.

Computer

The computer will not start
■ Make sure that the power cord is connected to an AC power source and your computer is turned on.

■ Open the computer case and make sure that the power supply cable is connected correctly to the system board.

■ Open the computer case and make sure that the power button cable is connected correctly to the system board.

Diskette drive

The diskette drive is not recognized

■ Shut down and restart your computer.

■ Open the computer case and make sure that the cables are connected correctly to the diskette drive and the system board. The red-striped edge of the data ribbon cable indicates Pin 1 and corresponds with Pin 1 on the diskette drive (typically on the side farthest from the power supply connection). If necessary, reverse one end of the cable, so the red-striped edge of the data ribbon cable faces Pin 1 on the diskette drive. Make sure that the pins are not bent or misaligned. For more information, see the adding or replacing a diskette drive section for your case in "Upgrading Your Computer" on page 217.

You cannot save a file to diskette or you see the message "disk is full or write-protected"

■ Make sure that the write-protection tab on the upper-right corner of the diskette is down (unprotected).

■ The diskette may be full. Delete unnecessary files on the diskette and try again.

■ Not all diskettes are IBM-compatible. Make sure that the diskette you are using is IBM-compatible.

■ Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.

■ Run Error-checking on the diskette. For more information, see "Checking the hard drive for errors" on page 196. If errors are detected and corrected, try using the diskette again.

You see a "Access Denied" or "Write protect" error message

■ Move the write-protection tab in the upper-right corner of the diskette down (unprotected).

■ The diskette may be full. Delete unnecessary files on the diskette and try again.

■ Not all diskettes are IBM-compatible. Make sure that the diskette you are using is IBM-compatible.

■ Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.

You see a "Disk is full" error message
- Delete unnecessary files on the diskette.

- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.

- Run Error checking on the diskette. For more information, see "Checking the hard drive for errors" on page 196. If errors are detected and corrected, try using the diskette again.

You see a "Non-system disk" or "Disk error" error message
- Eject the diskette from the diskette drive, then press **ENTER**.

- Make sure that the diskette you are using is IBM-compatible.

The diskette drive LED is lit continuously
- Remove the diskette from the drive. If the light stays on, try restarting your computer.

- Open the computer case and make sure that the cables are connected correctly to the diskette drive and the system board. The red-striped edge of the data ribbon cable indicates Pin 1 and corresponds with Pin 1 on the diskette drive (typically on the side farthest from the power supply connection). If necessary, reverse one end of the cable, so the red-striped edge of the data ribbon cable faces Pin 1 on the diskette drive. Make sure that the pins are not bent or misaligned. For more information, see the adding or replacing a diskette drive section for your case in "Upgrading Your Computer" on page 217.

File management

A file was accidentally deleted
If the file was deleted at a DOS prompt or in Windows while holding down the **SHIFT** key, the file cannot be restored.

▶ **To restore files that were deleted in Windows:**

1 Double-click the **Recycle Bin** icon.

2 Right-click the file you want to restore, then click **Restore**. The file is restored to the place where it was originally deleted from.

If the Recycle Bin was emptied before you tried to restore a file, the file cannot be restored.

Help and Support	For more information about restoring deleted files in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **System Restore** in the HelpSpot **Search** box Search ⬜➡ , then click the arrow.

Hard drive

You see an "Insufficient disk space" error message
- Delete unnecessary files from the hard drive using Disk Cleanup. For more information, see "Using Disk Cleanup" on page 195.

- Empty the Recycle Bin by right-clicking the **Recycle Bin** icon, then clicking **Empty Recycle Bin**.

- Save your files to a diskette or another drive. If the hard drive is full, copy any files not regularly used to diskettes or other backup media, then delete them from the hard drive.

Help and Support	For more information about file management in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **file management** in the HelpSpot **Search** box Search ⬜➡ , then click the arrow.

You see a "Data error" message
This may be the result of a defective area on the hard drive. To fix hard drive problems, run the Error checking program. For more information, see "Checking the hard drive for errors" on page 196.

The hard drive cannot be accessed, or you see a "General failure reading drive C" error message
- If a diskette is in the diskette drive, eject it and restart your computer.

- Press **CTRL+ALT+DEL** to restart your computer.

■ Open the computer case and make sure that the cables are connected correctly to the hard drive and the system board. For more information about connecting the hard drive cables, see the adding or replacing a hard drive section for your case in "Upgrading Your Computer" on page 217.

■ If your computer has been subjected to static electricity or physical shock, you may need to reinstall the operating system.

You see a "Non-system disk" or "disk error" error message

■ Eject the diskette from the diskette drive, then press **ENTER**.

The computer does not recognize an IDE drive

■ Make sure that the IDE connectors are enabled in the BIOS Setup utility. To enter the BIOS Setup utility, restart your computer, then press and hold **F1** while your computer restarts.

■ Reinstall the device driver. For more information, see "Reinstalling device drivers" on page 209.

■ Open the computer case and make sure that the IDE cable is connected to the system board IDE connector and the hard drive connector. For more information, see the adding or replacing a hard drive section for your case in "Upgrading Your Computer" on page 217.

The computer does not recognize a SCSI drive

■ Reinstall the device driver. For more information, see "Reinstalling device drivers" on page 209.

■ Open the computer case and reseat the drive controller. Also make sure that the controller and power cables are connected to the drive. For more information, see the adding or replacing a hard drive section for your case in "Upgrading Your Computer" on page 217.

■ Make sure that the last device on the SCSI cable is correctly terminated. For more information about SCSI device configurations, see the hard drive documentation or download the documentation from the Gateway Web site.

■ Change the drive's SCSI address to one that is not being used by your computer. For more information about SCSI device configurations, see your drive documentation.

Internet

You cannot connect to the Internet

- Make sure that your computer is connected to the telephone line and the telephone line has a dial tone. Use the setup poster to make sure that the connections have been made correctly.

- Make sure that no one else is using the telephone line.

- If you have the call waiting feature on your telephone line, make sure that it is disabled.

- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP technical support for help.

- Make sure that you do not have a problem with your modem. For more information, see "Modem (dial-up)" on page 306.

Help and Support	For more information about troubleshooting Internet connections in Windows XP, click **Start**, then click **Help and Support**.
(?)	Type the keyword **troubleshooting connections** in the HelpSpot **Search** box Search [＿＿＿＿] ➡ , then click the arrow.

You see an "Unable to locate host" message and are unable to browse the Internet

This problem can occur when you have typed a URL (Web address) incorrectly, you have lost your Internet connection, or your ISP is having technical difficulties.

Double-check the URL or try a different URL. If the error message still appears, disconnect from the ISP connection and close your browser, then reconnect and open the browser. If you still get the error, your ISP may be having technical difficulties.

Connecting to a Web site takes too long

Many factors can affect Internet performance:

- The condition of the telephone lines in your residence or at your local telephone service

- The condition of the Internet computers to which you connect and the number of users accessing those computers

■ The complexity of graphics and multimedia on Web pages

■ Having multiple Web browsers open, performing multiple downloads, and having multiple programs open on your computer

People are sending you e-mail messages, but you have not received any mail

■ Click the receive button in your e-mail program.

■ Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP for technical support.

Keyboard

The keyboard does not work

■ Make sure that the keyboard cable is plugged in correctly. For more information, see the poster that came with your computer.

■ Remove all extension cables and switch boxes.

■ Clean the keyboard by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.

■ Try a keyboard that you know works to make sure that the keyboard port works.

■ Reinstall the keyboard device driver. For more information, see "Reinstalling device drivers" on page 209.

A keyboard character keeps repeating or you see a "keyboard stuck" or "key failure" error message

■ Make sure that nothing is resting on the keyboard.

■ Make sure that a key is not stuck. Press each key to loosen a key that might be stuck, then restart your computer.

Liquid spilled in the keyboard

If you spilled liquid in the keyboard, turn off your computer and unplug the keyboard. Clean the keyboard and turn it upside down to drain it. Let the keyboard dry before using it again. If the keyboard does not work after it dries, you may need to replace it.

Memory

You see a "memory error" message during startup

■ Use PC Doctor or a third-party diagnostic program to help determine if a memory module is failing. If the memory module is failing, replace it. For more information, see "Installing memory" on page 283.

■ Check the memory module for correct seating and orientation. For more information, see "Installing memory" on page 283.

You see a "Not enough memory" error message

■ Close all programs, then restart your computer.

Help and Support

For more information about troubleshooting memory errors in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **memory error** in the HelpSpot **Search** box Search ⬛⬛⬛⬛⬛ ➡ , then click the arrow.

Modem (dial-up)

Your modem does not dial or does not connect

■ Make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack. See the back view section for your case in "Checking Out Your Gateway Computer" on page 1.

■ Make sure that your computer is connected to the telephone line and the telephone line has a dial tone. Use the setup poster to make sure that the connections have been made correctly.

■ Make sure that the modem cable is less than 6 feet (1.8 meters) long.

■ Remove any line splitters or surge protectors from your telephone line, then check for a dial tone by plugging a working telephone into the telephone wall jack.

■ If you have additional telephone services such as call waiting, call messaging, or voice mail, make sure that all messages are cleared and call waiting is disabled before using the modem. Contact your telephone service to get the correct code to temporarily disable the service. Also make sure that the modem dialing properties are set correctly.

To check the dialing properties in Windows XP:

1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.

2 Click/Double-click the **Phone and Modem Options** icon, then click the **Dialing Rules** tab.

3 Click the location from which you are dialing, then click **Edit**.

4 Make sure that all settings are correct.

Help and Support	For more information about dialing properties in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **dialing** in the HelpSpot **Search** box Search [ ] , then click the arrow.

■ Disconnect any answering machine, fax machine, or printer that is on the same line as the modem. Do not connect these devices to the same telephone line as the modem.

■ Make sure that you are not using a digital, rollover, or PBX line. These lines do not work with your modem.

■ Check for line noise (scratchy, crackling, or popping sounds). Line noise is a common problem that can cause the modem to connect at a slower rate, abort downloads, or even disconnect. The faster the modem, the less line noise it can tolerate and still work correctly.

Listen to the line using your telephone. Dial a single number (such as 1). When the dial tone stops, listen for line noise. Wiggle the modem cable to see if that makes a difference. Make sure that the connectors are free from corrosion and all screws in the wall or telephone jack are secure.

You can also call your telephone service and have them check the telephone line for noise or low line levels.

■ Try another telephone line (either a different telephone number in your house or a telephone line at a different location). If you can connect on this line, call your telephone service.

■ Try connecting with the modem at a lower connection speed. If reducing the connection speed lets you connect, call your telephone service. The telephone line may be too noisy.

You cannot connect to the Internet

■ Your ISP may be having technical difficulties. Contact your ISP technical support for help.

■ See if the modem works with a different communications program. The problem may be with just one program.

Your 56K modem does not connect at 56K

Current FCC regulations restrict actual data transfer rates over public telephone lines to 53K. Other factors, such as line noise, telephone service provider equipment, or ISP limitations, may lower the speed even further.

If your system has a v.90 modem, the speed at which you can upload (send) data is limited to 33.6K. If your system has a v.92 modem, the speed at which you can upload data is limited to 48K. Your ISP may not support 48K uploads.

You can check modem connection speeds and dial-up network (DUN) connections by accessing the *gateway.your.way dial-up server*. The server also contains drivers, patches, and updates for current Gateway hardware and software.

The server provides a secure connection and is a stand-alone server. You cannot use it to access the Internet. The server cannot be accessed Mondays from 8:00 a.m. to 12:00 p.m. CT.

▶ **To access the gateway.your.way dial-up server:**

1 Insert the red *Drivers* CD into the CD or DVD drive.

2 Click **Help**, then click **Support Web Site**.

3 To check your modem connection speed, click the **Direct Dial** option. After your modem connects, move the mouse pointer over the **Dial-Up Networking** icon (located next to the clock on your taskbar). Your modem connection speed appears.

■

Your fax communications program only sends and receives faxes at 14,400 bps even though you have a 56K modem

Current fax technology only supports a maximum send and receive rate of 14,400 bps.

The modem is not recognized by the computer

■ Make sure that the line connected to the modem is working and plugged into the appropriate jack on the modem. Use the setup poster to make sure that the connections have been made correctly.

■ If the modem shares the telephone line with another device, make sure that the telephone line is not in use (for example, someone is on the telephone, or another modem is in use).

■ Use the modem cable that came with your computer. Some telephone cables do not meet required cable standards and may cause problems with the modem connection.

■ Shut down and restart your computer.

■ Run Windows modem diagnostics.

▶ **To run modem diagnostics in Windows XP:**

1 Close all open programs.

2 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.

3 Click/Double-click the **Phone and Modem Options** icon, then click the **Modems** tab.

4 Click to select your modem, then click **Properties**. The *Modem Properties* dialog box opens.

5 Click the **Diagnostic** tab, then click **Query Modem**. If information about the modem appears, the modem passed diagnostics. If no modem information is available, if a white screen appears with no data, or if you get an error such as *port already open* or *the modem has failed to respond*, the modem did not pass diagnostics.

Help and Support

For more information about modem troubleshooting in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **modem troubleshooting** in the HelpSpot **Search** box Search [＿＿＿＿＿] ➡, then click the arrow.

- Reinstall the device driver. For more information, see "Reinstalling device drivers" on page 209.

- Open your computer and reseat the modem. For more information, see the adding or replacing add-in cards section for your case in "Upgrading Your Computer" on page 217.

The modem is noisy when it dials and connects
When your modem tries to connect to another modem, it begins *handshaking*. Handshaking is a digital "getting acquainted" conversation between the two modems that establishes connection speeds and communication protocols. You may hear unusual handshaking sounds when the modems first connect. If the handshaking sounds are too loud, you can turn down the modem volume.

▶ **To turn down the modem volume in Windows XP:**

1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.

2 Click/Double-click the **Phone and Modem Options** icon, then click the **Modems** tab.

3 Click the modem you want to adjust, then click **Properties**.

4 Click the **Modem** tab, then adjust the **Speaker volume** control.

5 Click **OK** twice to close the *Phone and Modem Options* dialog box.

Monitor

The screen resolution is not correct
Change the screen resolution from the *Display Properties* dialog box.

Help and Support

For more information about changing the screen resolution in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **screen resolution** in the HelpSpot **Search** box Search [   ] ➔ , then click the arrow.

The computer is running but there is no picture
- Make sure that the monitor is plugged in and turned on. If the monitor is turned on, the power LED should be lit.

- Adjust the brightness and contrast controls to the center position.

- Make sure that the monitor cable is connected to the video port on the back of your computer.

- Check the port and cable for bent or damaged pins.

- Reinstall the device driver. For more information, see "Reinstalling device drivers" on page 209.

- Open your computer case and reseat the video card. For more information, see the adding or replacing add-in cards section for your case in "Upgrading Your Computer" on page 217.

- Connect a monitor that you know works to your computer.

The color is not uniform
Make sure that the monitor warms up for at least 30 minutes before making a final judgment about color uniformity.

Make sure that:

- Non-shielded speakers are not placed too close to the monitor.

- The monitor is not positioned too close to another monitor, electric fan, fluorescent light, metal shelf, or laser printer.

- You demagnetize the screen using the monitor's degauss feature. For more information on degauss, see your monitor's documentation.

There is a horizontal line or wire visible across the monitor screen
Your monitor may use a thin *damper* wire, located approximately 1/3 of the way down from the upper screen edge and 1/3 of the way up from the lower screen edge, to stabilize the internal aperture grille. These wires are most obvious when the monitor displays a white background. The aperture grille allows more light to pass through the screen for brighter colors and greater luminescence. The damper wire is a critical part of the overall monitor design and does not negatively affect the monitor's function.

The text on the display is dim or difficult to read

- Adjust the brightness and contrast controls.

- Use the monitor degauss feature (see your monitor documentation) or turn off your computer and monitor, leave them off for at least a half hour, then restart your computer.

- Change the display settings.

- Move the monitor away from sources of electrical interference, such as televisions, unshielded speakers, microwaves, fluorescent lights, and metal beams or shelves.

For more information about display types, see your monitor and video card documentation.

Mouse

The mouse does not work

- Make sure that the mouse cable is plugged in correctly.

- Shut down and restart your computer.

- Remove all extension cables and switch boxes.

- Try a mouse that you know is works to make sure that the mouse port works.

- Reinstall the device driver. For more information, see "Reinstalling device drivers" on page 209.

The mouse works erratically

If the mouse pointer begins moving erratically across the computer display or becomes difficult to control precisely, cleaning the mouse will likely improve its accuracy.

If you have an optical mouse, clean the mouse by wiping the bottom with a clean, damp cloth. Make sure that the optical sensor is clean and free or debris.

If you have a trackball mouse, see "Cleaning the mouse" on page 204.

Help and Support	For a video tutorial about cleaning the mouse, click **Start**, **Help and Support**, **Video tutorials**, **Maintaining your computer**, then click **Cleaning the mouse**.

Power

My system is turned on but nothing is getting power

■ If your computer is plugged into a surge protector, make sure that the surge protector is connected securely to an electrical outlet, switched on, and working correctly.

■ Make sure that the electrical outlet is working by plugging a working device, such as a lamp, into the outlet, then turning it on to test the outlet.

■ Make sure that all devices are connected securely to the surge protector and switched on correctly.

Printer

Printer will not turn on

■ Make sure that the power cord is plugged into an AC power source.

■ Make sure that the electrical outlet is working by plugging a working device, such as a lamp, into the outlet, then turning it on to test the outlet.

Printer is on but will not print

■ Make sure that the printer is online. Many printers have an online/offline button that you may need to press.

■ If the printer you want to print to is not the default printer, make sure that you have selected it in the printer setup.

▶ **To set a default printer in Windows XP:**

   1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.

   2 Click/Double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.

   3 Right-click the name of the printer you want to be the default printer, then click **Set as Default Printer**.

■ Make sure that the cable between the printer and your computer is connected securely to the correct port.

- Check the cable for bent or broken pins.

- Reinstall the printer driver. See the documentation that came with your printer for instructions on installing the printer driver.

You see a "Printer queue is full" error message

- Make sure that the printer is not set to work offline.

▶ **To make sure that the printer is not set to work offline in Windows XP:**

1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.

2 Click/Double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.

3 Right-click the name of the printer you want to use. If the menu shows a check mark next to **Use Printer Offline**, click **Use Printer Offline** to clear the check mark.

Help and Support	For more information about printer troubleshooting in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **printer troubleshooter** in the HelpSpot **Search** box Search [ ] ➡, then click the arrow.

- Wait until files have been printed before sending additional files to the printer.

- If you print large files or many files at one time, you may want to add additional memory to the printer. See the printer documentation for more information about adding additional memory.

You see a "Printer is out of paper" error message
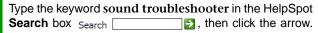
After adding paper, make sure that the printer is online. Many printers have an online/offline button that you need to press after adding paper.

Sound

You are not getting sound from the speakers

■ Make sure that the speakers are turned on.

■ Make sure that the volume controls are turned up.

■ Make sure that mute controls are turned off.

■ If you are using external speakers, see the speaker setup poster to check your speaker connections.

Help and Support	For more information about sound troubleshooting in Windows XP, click **Start**, then click **Help and Support**.
	Type the keyword **sound troubleshooter** in the HelpSpot **Search** box Search [ ] ⇨ , then click the arrow.

Telephone support

Before calling Gateway Technical Support

If you have a technical problem with your computer, follow these recommendations before contacting Gateway Technical Support:

■ Make sure that your computer is connected correctly to a grounded AC outlet that is supplying power. If you use a power strip, make sure that it is switched on.

■ If a peripheral device, such as a keyboard or mouse, does not appear to work, make sure that all cables are plugged in securely.

■ If you have recently installed hardware or software, make sure that you have installed it according to the instructions provided with it. If you did not purchase the hardware or software from Gateway, see the manufacturer's documentation and technical support resources.

■ If you have "how to" questions about using a program, check:

  ■ Online Help

  ■ Printed documentation

  ■ The Microsoft Windows documentation

  ■ The program publisher's Web site

■ See the troubleshooting section of this chapter.

Warning	To avoid bodily injury, do not attempt to troubleshoot your computer problem if:
	▪ Power cords or plugs are damaged
	▪ Liquid has been spilled into your computer
	▪ Your computer was dropped
	▪ The case was damaged
	Instead, unplug your computer and contact a qualified computer technician.

■ Have your client ID, serial number, and order number available, along with a detailed description of your problem, including the exact text of any error messages, and the steps you have taken.

■ Make sure that your computer is nearby at the time of your call. The technician may have you follow appropriate troubleshooting steps.

Telephone support

Gateway offers a wide range of customer service, technical support, and information services.

Automated troubleshooting system

Service description	How to reach
Use an automated menu system and your telephone keypad to find answers to common problems.	800-846-2118 (US) 877-709-2945 (Canada)

Telephone numbers

You can access the following services through your telephone to get answers to your questions:

Resource	Service description	How to reach
Fax on demand support	Order a catalog of documents on common problems, then order documents by document numbers. The documents will be faxed to you.	800-846-4526 (US) 877-709-2951 (Canada)
Gateway's fee-based software tutorial service	Get tutorial assistance for software issues billed by the minute.	800-229-1103 (charged to your credit card) 900-555-4695 (charged to your telephone bill)
Gateway Technical Support	Talk to a Gateway Technical Support representative about a non-tutorial technical support question. (See "Before calling Gateway Technical Support" on page 316 before calling.) TDD Technical Support (for hearing impaired) is available: Weekdays 6:00 a.m. - 8:00 p.m. Central Time Weekends 6:00 a.m. - 5:00 p.m. Central Time	800-846-2301 (US) 800-846-3609 (Canada and Puerto Rico) 605-232-2191 (all other countries) 800-846-1778 (TDD)
America Online	Get support for your America Online ISP account.	800-827-6364 (US) 888-265-4357 (Canada)
CompuServe	Get support for your CompuServe ISP account.	800-848-8990 (US)
Sales, accounting, and warranty	Get information about available systems, pricing, orders, billing statements, warranty service, or other non-technical issues.	800-846-2000 (US) 888-888-2037 (Canada)

Tutoring and training

Gateway's Technical Support professionals cannot provide hardware and software training or tutorial services. Instead, Gateway recommends the following tutoring and training resources.
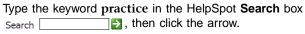
Self-help

If you have *how-to* questions about using your Gateway-supplied hardware or software, see the following resources:

- "Getting Help" on page 45.

- The printed or online documentation that came with your hardware or software. In many cases, additional product information and online documents for Gateway-supplied hardware can be found in our Web site's Documentation Library.

- This user's guide.

- The software publisher's Web site.

- The hardware manufacturer's Web site.

Help and Support ?	For more how-to information about Windows XP, click **Start**, then click **Help and Support**. Type the keyword **practice** in the HelpSpot **Search** box Search ▢ , then click the arrow.

Tutoring

For help on using hardware or software that came with your Gateway computer, contact Gateway's fee-based tutorial hotline:

- 800-229-1103 (rate charged per minute; charged to a major credit card)
- 900-555-4695 (rate charged per minute; charged to your telephone bill)

Training

Gateway provides the following in-person and computerized training:

Resource	Service description	For more information
In-Store Training at Gateway stores	Our friendly and knowledgeable software trainers can teach you how to use the Internet and the most popular software programs, including Microsoft Word, Excel, and PowerPoint.	www.gateway.com/country
Gateway Learning Libraries	A variety of courses and tutorials are available on CD. Select from several easy-to-use learning libraries.	www.gateway.com/training
Online Training from Learn@Gateway	More than 450 online courses are available from Learn@Gateway. All you have to do is go online and log in. You select the subject matter, and the learning format (self-paced tutorials or virtual classrooms), all from the comfort of your computer.	www.learnatgateway.com/

Safety, Regulatory, and Legal Information

A

Important safety information

Your Gateway system is designed and tested to meet the latest standards for safety of information technology equipment. However, to ensure safe use of this product, it is important that the safety instructions marked on the product and in the documentation are followed.

Warning

Always follow these instructions to help guard against personal injury and damage to your Gateway system.

Setting up your system

- Read and follow all instructions marked on the product and in the documentation before you operate your system. Retain all safety and operating instructions for future use.
- Do not use this product near water or a heat source such as a radiator.
- Set up the system on a stable work surface.
- The product should be operated only from the type of power source indicated on the rating label.
- If your computer has a voltage selector switch, make sure that the switch is in the proper position for your area. The voltage selector switch is set at the factory to the correct voltage.
- Openings in the computer case are provided for ventilation. Do not block or cover these openings. Make sure you provide adequate space, at least 6 inches (15 cm), around the system for ventilation when you set up your work area. Never insert objects of any kind into the computer ventilation openings.
- Some products are equipped with a three-wire power cord to make sure that the product is properly grounded when in use. The plug on this cord will fit only into a grounding-type outlet. This is a safety feature. If you are unable to insert the plug into an outlet, contact an electrician to install the appropriate outlet.
- If you use an extension cord with this system, make sure that the total ampere rating on the products plugged into the extension cord does not exceed the extension cord ampere rating.
- If your system is fitted with a TV Tuner, cable, or satellite receiver card, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and buildup of static charges.

Care during use

- Do not walk on the power cord or allow anything to rest on it.
- Do not spill anything on the system. The best way to avoid spills is to avoid eating and drinking near your system.
- Some products have a replaceable CMOS battery on the system board. There is a danger of explosion if the CMOS battery is replaced incorrectly. Replace the battery with the same or equivalent type recommended by the manufacturer. Dispose of batteries according to the manufacturer's instructions.
- When the computer is turned off, a small amount of electrical current still flows through the computer. To avoid electrical shock, always unplug all power cables and modem cables from the wall outlets before cleaning the system.
- Unplug the system from the wall outlet and refer servicing to qualified personnel if:
  - The power cord or plug is damaged.
  - Liquid has been spilled into the system.
  - The system does not operate properly when the operating instructions are followed.
  - The system was dropped or the cabinet is damaged.
  - The system performance changes.

Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

Important	Do not use Gateway products in areas classified as hazardous locations. Such areas include patient care areas of medical and dental facilities, oxygen-laden environments, or industrial facilities.

Warning	To reduce the risk of fire, use only No. 26 AWG or larger telecommunications line cord.

Regulatory compliance statements

United States of America

Federal Communications Commission (FCC)
Unintentional emitter per FCC Part 15

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment to an outlet on a different circuit from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.

Compliance Accessories: The accessories associated with this equipment are: shielded video cable when an external monitor is connected. These accessories are required to be used in order to ensure compliance with FCC rules.

FCC declaration of conformity

Responsible party:

Gateway Companies, Inc.
610 Gateway Drive, North Sioux City, SD 57049
(605) 232-2000   Fax: (605) 232-2023

Product: (Where *X*, *Y*, or *Z* are any alpha numeric character or blank.)

- GP*X XXXXX*
- SELECT *XXXXX*
- ESSENTIAL *XXXXX*
- PERFORMANCE *XXXXX*
- PROFESSIONAL *X XXXXX*
- *XXXXXXXX YYY 300ZZ*
- *XXXXXXXX YYY 500ZZ*
- *XXXXXXXX YYY 700ZZ*

For unique identification of the product configuration, please submit the 10-digit serial number found on the product to the responsible party.

This device complies with Part 15 of the FCC Rules. Operation of this product is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution	Changes or modifications not expressly approved by Gateway could void the FCC compliance and negate your authority to operate the product.

Telecommunications per FCC part 68 (applicable to products fitted with USA modems)

Your modem complies with Part 68 of the Federal Communications Commission (FCC) rules. On the computer or modem card is a label that contains the FCC registration number and Ringer Equivalence Number (REN) for this device. If requested, this information must be provided to the telephone company.

An FCC-compliant telephone line cord with a modular plug is required for use with this device. The modem is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68-compliant. See installation instructions for details.

The Ringer Equivalence Number (REN) is used to determine the number of devices which may be connected to the telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

If this device causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. The telephone company may request that you disconnect the equipment until the problem is resolved.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of this equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

This equipment cannot be used on telephone company-provided coin service. Connection to party line service is subject to state tariffs. Contact the state public utility commission or public service commission for information.

When programming or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform such activities in the off-peak hours such as early morning or late evenings.

The United States Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone fax machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, an identification of the business, other entity, or other individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual. Refer to your fax communication software documentation for details on how to comply with the fax-branding requirement.

Canada

Industry Canada (IC)
Unintentional emitter per ICES-003

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

Telecommunications per Industry Canada CS-03
(for products fitted with an IC-compliant modem)

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operation, and safety requirements. The Department does not guarantee the equipment will operate to the users' satisfaction.

Before installing this equipment, users should make sure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the inside wiring associated with a single-line individual service may be extended by means of a certified connector assembly. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should make sure, for their own protection, that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Warning	To avoid electrical shock or equipment malfunction do not attempt to make electrical ground connections by yourself. Contact the appropriate inspection authority or an electrician, as appropriate.

The **Ringer Equivalence Number** (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

Laser safety statement

All Gateway systems equipped with CD and DVD drives comply with the appropriate safety standards, including IEC 825. The laser devices in these components are classified as "Class 1 Laser Products" under a US Department of Health and Human Services (DHHS) Radiation Performance Standard. Should the unit ever need servicing, contact an authorized service location.

Warning	Use of controls or adjustments or performance of procedures other than those specified in this manual may result in hazardous radiation exposure. To prevent exposure to laser beams, do not try to open the enclosure of a CD or DVD drive.

California Proposition 65 Warning

Warning	This product contains chemicals, including lead, known to the State of California to cause cancer and/or birth defects or reproductive harm.

Television antenna connectors protection (for systems fitted with TV/cable TV tuner cards)

External television antenna grounding

If an outside antenna or cable system is to be connected to your Gateway PC, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and static charges.

Article 810 of the National Electrical Code, ANSI/NFPSA 70, provides information with regard to proper grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna discharge unit, size of grounding conductors, location of antenna discharge unit, connection to grounding electrodes, and requirements for the grounding electrode.

Lightning protection

For added protection of any Gateway product during a lightning storm or when it is left unattended or unused for long periods of time, unplug the product from the wall outlet and disconnect the antenna or cable system.
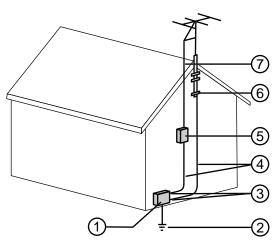
Power lines

Do not locate the antenna near overhead light or power circuits, or where it could fall into such power lines or circuits.

Warning

When installing or realigning an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits. Contact with them could be fatal.

Antenna and satellite grounding

Reference	Grounding component
1	Electric service equipment
2	Power service grounding electrode system (NEC Art 250, Part H)
3	Ground clamps
4	Grounding conductors (NEC Section 810-21)
5	Antenna discharge unit (NEC Section 810-20)
6	Ground clamp
7	Antenna lead-in wire

Notices

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Macrovision statement

If your computer has a DVD drive and an analog TV Out port, the following paragraph applies:

This product incorporates copyright protection technology that is protected by method claims of certain U.S. patents and other intellectual property rights owned by Macrovision Corporation and other rights owners. Use of this copyright protection technology must be authorized by Macrovision Corporation, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision Corporation. Reverse engineering or disassembly is prohibited.

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